

Position Description

Title: Clearfield Campus Student Activities Graduate Coordinator
Reports to: Valerie Dixon, Acting Director
– Lock Haven University Clearfield Campus
Scope: This position has the responsibility to oversee all student activities at the Clearfield Campus

Primary Responsibilities:

1. Help in the planning, development, administration and implementation of all student life programs and services
2. Attend all events (All student activities including, Christmas Parade, Easter Events, Trips, and entertainment, etc.)
3. Meet with student members of the Clearfield Campus Activities Board at their weekly meetings and at all other necessary times
4. Develop new activities and programs for the benefit of the students
5. Work with the community on any and all activities which involve Lock Haven University students
6. Work with members of both the Lock Haven and Clearfield Campuses to coordinate room arrangements, paperwork, and funding, as well as various joint activities
7. Provide student leadership to Clearfield students
8. Coordinate Clearfield Campus Activities Board officer selection and perform duties if no students are available
9. Organize and arrange homecoming activities with the Lock Haven campus
10. Oversee Clearfield Campus Activities Board budget
11. Assist with negotiations of contracts with agents, vendors, and various external agencies
12. Represent Clearfield Campus Activities Board at all Clearfield Campus admissions open house days as well as at fall and spring orientations
13. Prepare student life reports for various Clearfield Advisory Board and Lock Haven University of Pennsylvania Board of Trustees meetings
14. Other duties as assigned

Graduate Assistant:

Student must be responsible and maintain a professional demeanor at all times.

Student must maintain a respectful relationship with all students, faculty and staff of the Clearfield Campus of Lock Haven University.

Student must be able to perform other duties as assigned; must be flexible with schedule.

Students must be willing to dedicate on average 20 hours a week to student activities (Hours are flexible as some weeks may require more time and others may be filled with GA's own school requirements).

Student will keep a journal/log to submit to Valerie Dixon, which will detail where hours are being dedicated and points out both strengths and weaknesses of the position for improvement in the future.

Qualifications:

Student must have completed Bachelor's degree and currently enrolled in Master's degree program

Student must have excellent written and verbal skills and comprehensive computer skills.

Student must be able and willing to attend all functions at whatever date and time they are scheduled. Hours are flexible – expectation is 20 hours a week

Student must be able to positively interact with any and all college students, faculty and staff.

POSITION DESCRIPTION

Title: Resident Manager, Foundation Village

Reports to: Fiscal Manager, LHU Foundation

Position Scope: The Manager is responsible for day-to-day operational issues for the Foundation Village at Clearfield apartment building as described below.

Administrative Responsibilities:

1. Performs administrative tasks for the leasing office including but not limited to: copying documents, filing resident files, preparing notices, handling resident calls, and organizing rent payments and other collateral materials.
2. Assists with the lease preparation process by generating all required lease paperwork and organizing resident lease files.
3. Answers incoming calls and sets appointments for prospects to tour the property.
4. Schedules and conducts resident visits each semester, and distribute notices such as flyers, newsletters, resident surveys, and late notices.
5. Print and distribute notices to tenants as requested by the LHU Foundation Fiscal Manager.
6. Post flyers, memos or notifications to bulletin boards within 24 hours of them being available. Some may require door-to-door posting or emailing.
7. Update forms, communications, manuals, and other documentation pertaining to Resident Manager position.

Marketing Responsibilities:

1. Assists with sales and leasing activities to achieve the property's revenue and occupancy goals by greeting and qualifying prospects, conducting property tours, and showing apartments.
2. Performs on-campus marketing outreach to generate Community awareness and qualified traffic such as flyers and open houses.
3. Maintain the LHU Foundation Village Facebook and other social media being utilized for promoting the facility and tenants.

Manager Responsibilities:

1. Be a role model and maintain a professional demeanor at all times with regard to policies, conduct, supervision of family and guest activities, acceptance of personal differences, diversity, and academic pursuits.

2. Follow standard procedures outlined in the Policy and Procedure Manual for the Foundation Village Resident Manager.
3. Provide a personal written introduction of yourself to each new resident through the Welcome Packet.
4. Enforce the Rules and Regulations in the lease (posted in each room and given to each tenant upon move in).
5. Be available on move-in and move-out weekends and as needed to show apartments to prospective tenants, referring specific questions to the LHU Foundation Fiscal Manager.
6. Check students into their assigned rooms and issue keys (main entrance, room, bedroom, mailbox) on move-in day and maintain an occupancy record of room assignments and tenant contact information.
7. Perform quarterly inspections of all units, document and report unusual findings/need for repairs/compliance with lease (e.g., no pets), and follow-up in a timely manner.
8. Perform end of year check-out and room/apartment inspection with each tenant for compliance with year-end responsibilities (described in paragraph #18) of the lease agreement and promptly report findings and status to the LHU Foundation Fiscal Manager.
9. Maintain a complete and up-to-date log of all keys which are temporarily signed out to authorized personnel using the form provided.
10. Acts as an after-hours liaison between residents and property management.
11. Address and follow-up on day-to-day management issues for Foundation Village (provide access to rooms as needed by tenants or authorized service personnel).
12. Responds quickly and courteously to resident concerns and questions and takes prompt action to solve problems and/or document and convey resident or other requests to the appropriate individual(s).
13. Notify all unusual situations, incidents, emergencies, and non-compliance with leases involving facility or tenants immediately to LHU Foundation Fiscal Manager. A written incident report must be provided within 24 hours to the LHU Foundation Fiscal Manager.
14. Mediate minor disagreements among tenants (using the Roommate Agreement form found in the Policy and Procedure Manual).
15. Document conversations with tenants regarding safety, security, and other issues.
16. Report maintenance issues requiring repair to designated Foundation Village Maintenance personnel.
17. Use paraprofessional helping skills to assist with minor student issues. Students with more serious problems will need to be referred to professional staff.
18. Assists with coordinating resident functions.
19. Perform miscellaneous duties at Foundation Village to maintain the safety for all residents (for example and not limited to: walkway snow shoveling, cleaning common areas as needed.)

20. Post a weekly or monthly Resident Manager's schedule outside the Resident Manager's apartment so tenants know the Manager's hours and availability.
21. Be available at your apartment for residents during commonly accessible hours.
22. One Resident Manager is expected to be on premises nightly.
23. Both Resident Managers are expected to be on-call Monday through Thursday and will alternate weekends based on the Resident Manager's schedule provided by the LHU Foundation Fiscal Manager. Note: the on-call Resident Manager's schedule may be changed at any time by the LHU Foundation Fiscal Manager.
24. Tenants are not required to vacate during University breaks and significant holidays, so a minimum RM staffing level is required during those times (e.g. Thanksgiving, spring break, MLK weekend, Easter, etc.). This will be determined on a Resident Manager schedule.
25. Monitor Foundation Village security system and maintenance.
26. Bi-Weekly or as needed meetings with LHU Foundation Fiscal Manager.

Organizational Responsibilities:

1. Follows established policies and procedures by monitoring and ensuring compliance with regulatory requirements, organizational standards, and operational processes related to area(s) of responsibility and reporting violations or infractions to appropriate individual(s).
2. Practices proper safety techniques in accordance with Company, property, and departmental policies, procedures, and standards by immediately reporting any mechanical or electrical equipment malfunctions, employee/visitor/resident injuries or accidents, or other safety issues to appropriate individual(s).
3. Make suggestions for facility and policy enhancements as needed or requested.

Terms of Employment:

- Must reside in designated Resident Manager's Apartment; no roommates other than Resident Manager are permitted.
- There must be a Resident Manager at Foundation Village nightly (overnight)!
- Resident Managers are expected to sleep in their assigned apartment every night to provide coverage of Foundation Village and be accessible to residents including the semester break period.
- May be away from campus every other weekend based on the Resident Manager's schedule provided.
- Time off in August or May needs to be approved due to check-outs and check-ins.
- December leave time will be determined based on staff availability and tenants stay at Foundation Village at that time.
- The on-call schedule may be changed at any time by the LHU Foundation Fiscal Manager.

Relationships

Internal – LHU Foundation Fiscal Manager and his/her designee (Owner representatives), on-site personnel; and student tenants

External – LHU Clearfield Campus personnel, LHU officials, parents, prospective tenants, incoming students/tenants

Qualifications:

Education – college degree preferred

Experience – work experience in positions involving supervision/management and interaction with people

Skills – ability to interact positively and relate well with college-age students from diverse backgrounds; self-motivated; organized; excellent verbal and written communication skills; creativity; supervisory experience; leadership ability; ability to interact with University officials as needed; ability to read and write English fluently; ability to perform basic to intermediate mathematical functions

Physical – ability to access all units (walk upstairs) in order to perform basic job functions and show apartments to prospective tenants; ability to communicate effectively in verbal and written form; ability to lift/move 25-50 pounds as needed; ability to perform mathematical functions

Environmental – ability to negotiate stairs and work in conditions both inside and outside with temperatures ranging from occasionally 0-100 degrees, depending on the season

Confidentiality Statement:

All dealings with residents should remain confidential. Resident Managers should show respect for the rights of residents at all times. Sensitive information must be submitted or shared with the LHU Foundation Fiscal Manager in a timely manner. Colleagues will receive information when a “need to know” situation exists. Need to know situations will be determined by the Fiscal Manager.

Residents have the opportunity to discuss situations and incidents with other residents, however, Resident Managers are not permitted this privilege. Student’s records, with the exception of directory information are required to be kept confidential. Information about violations are not to be disclosed by the Resident Managers.

Situations that may arise concerning Resident Managers are also confidential. Disciplinary or probationary actions or discussions are the responsibility of the Resident Managers and the LHU Foundation Fiscal Manager.

Confidentiality is applicable in all areas of your position and also when you are not in the work context. Whether you are in your area with other residents, working at Lock Haven University, or off campus, Resident Managers need to keep certain information confidential in order for our community to function properly. All residents have the right to have their situations handled professionally and confidentially at all times.

I have read and agree to abide by the terms outlined in the job description.

Resident Manager Signature

Date

Name (print legibly)

