The Department of Residence Life supports students by providing a vibrant, healthy place to live and learn.

Complex Manager Position Description

North Dakota State University
Department of Residence Life • Division of Finance and Administration

GENERAL POSITION DESCRIPTION

Complex Managers are students employed by the Department of Residence Life whose role it is to support the mission of the Department of Residence Life in the process of facilitating a positive living/learning community in the University Apartments.

The Complex Manager position is considered to be approximately a 15-20 hour-per-week position and is comprised of both "active" time and "available" time. Meetings, administrative work, event planning and implementation, and helping tenants are all examples of active time and constitute only part of the time expectations in the Complex Manager position. The remainder of the time is considered to be more informal available time. It includes time spent living in your apartment or doing personal business while still being available to respond to the needs of tenants.

PRIMARY ROLES

1. **Demonstrate positive leadership in the University Apartments and North Dakota State University campus community.**

Complex Managers are visible leaders both in the apartments and on the campus. The ability of Complex Managers to carry out their responsibilities is dependent upon personal character and credibility demonstrated in the Complex Manager role. It is important the Complex Managers recognize the impact of their personal behavior and choices on their effectiveness in their Complex Manager role.

The Complex Manager will:

A. Be a positive role model in job-related and personal behavior by exercising good judgment and demonstrating integrity in job-related and personal decisions.
B. Abide by Federal and State laws, and the policies outlined in the *North Dakota State University Rights and Responsibilities: A Code of Student Conduct.*
C. Conduct themselves in a manner that represents positively the Department of Residence Life, North Dakota State University, and themselves.
D. Demonstrate sensitivity and promote a climate of diversity and inclusiveness.

2. **Assess and respond to the needs of the tenants.**

Complex Managers serve as a primary resource and source of support for tenants. In order to maximize the effectiveness in this area, Complex Managers need to invest time, energy and care to the tenants of their communities.

The Complex Manager will:

A. Become familiar with each tenant in their complex.
B. Demonstrate care and concern for the wellbeing of tenants and initiate contacts with students who need help or support.
C. Be available and accessible to tenants.
D. Be responsive to tenant's questions and needs and refer appropriately.
E. Read and post all department-approved information.
F. Have familiarity and knowledge of available services, resources and personnel on campus.
G. Ensure confidentiality of personal and written communication with tenants and other staff.

3. **Develop and maintain an apartment environment which is conducive to student learning.**

Complex Managers are expected to work with tenants to create and maintain a community which will contribute to a sense of belonging for all. It is essential that Complex Managers work to create a safe, comfortable environment where tenants can have their basic living needs met.

The Complex Manager will:

A. Encourage mutual responsibility for tenants' safety, including adherence to apartment safety and security policies.
B. Be knowledgeable about apartment emergency procedures, and respond to such emergencies.
C. Work with the Assistant Director for Residence Life Apartments to resolve tenant issues and complaints.
D. Perform Health and Safety inspections for all University Apartments in accordance with departmental expectations.
E. Communicate with the Service and Repair staff and Assistant Director for Residence Life Apartments about problems concerning maintenance in the apartments.
F. Communicate with the Custodial staff and Assistant Director for Residence Life Apartments about problems concerning cleanliness of the facilities.

4. **Ensure adherence to community standards which will maximize tenant's academic and personal success.**

Complex Managers are expected to acquaint tenants with their responsibility to each other and the apartment community. In addition, the Complex Manager will enforce University and/or Residence Life policies to ensure equal opportunities for tenants to succeed academically and personally.

The Complex Manager will:

A. Become familiar with all University Apartments processes and information, including the General Conditions of License Agreement for University Apartments, the Residence Life Handbook, the Code of Student Conduct, and other departmental documents.
B. Understand University and/or Residence Life Apartment policies and be able to explain the rationale to tenants.
C. Hold tenants accountable to all University and Residence Life Apartment policies in a fair and objective manner and emphasize their community responsibilities.
D. Document all violations and report them to the Assistant Director for Residence Life Apartments or University Police.
E. Maintain confidentiality in all conduct matters.

5. **Work collaboratively with all staff members within the Department of Residence Life.**

Complex Managers are expected to contribute to the goal of the Department of Residence Life - to provide a positive learning community – which is shared by all affiliates of the office, in every position and at every level. Mutual support for meeting this goal is necessary for success.

The Complex Manager will:

A. Publicly support all Residence Life staff members in the performance of their job duties.
B. Work closely with and under the supervision of the Assistant Director for Residence Life Apartments to promote a responsible learning community.
C. Develop and maintain frequent, regular and honest communication with the Assistant Director for Residence Life Apartments.
D. Attend, participate and help in the facilitation of all staff meetings.
E. Attend other meetings as set forth by the Assistant Director for Residence Life Apartments.

6. **Attend to administrative activities.**

Complex Managers are the link between the tenants and the Department of Residence Life, and this is especially true when it comes to particular administrative tasks necessary for the operation of the apartments. It is important that Complex Managers understand their administrative responsibilities and carry them out in a thorough and timely fashion.

The Complex Manager will:

A. Complete all paperwork promptly and accurately in accordance with the request of professional staff members.
B. Assist in the check-in/out process of apartment tenants.
C. Check voice mail daily.
D. Check e-mail daily.
E. Attend weekly meetings with the Assistant Director for Residence Life Apartments.
F. Be on duty approximately 3-4 times per semester as assigned by the Assistant Director for Residence Life Apartments.
G. Document daily rounds and tenant interactions as designated by the Assistant Director for Residence Life Apartments.
H. Distribute information to the tenants in a timely manner.
I. Check in at Residence Life office on a daily basis.

7. **Assume responsibility for personal learning and development in the Complex Manager role.**

The Complex Manager position is one in which continuous learning occurs. There are numerous opportunities for Complex Managers to enhance their knowledge and experience base in the position, and those opportunities are encouraged and supported by the Department of Residence Life.

The Complex Manager will:

A. Attend and participate in all training events. (See Working Agreement)
B. Contribute and engage in special assignments as designated by the Assistant Director for Residence Life Apartments.
C. Attend/complete work safety training sessions.

SPECIAL ASSIGNMENTS

Because of the ever-changing needs of the students living in our apartments and the demands placed on each staff person, Complex Managers may have special assignments each year that they will coordinate with the Assistant Director for Residence Life Apartments. These assignments will vary according to the needs of the University Apartments.

CONDITIONS OF EMPLOYMENT

ACADEMIC REQUIREMENTS

1. Complex Managers must be a registered North Dakota State University student while serving in their position.

2. Complex Managers must attain 2.5 semester and cumulative grade point average at the time of assumption of duties as a Complex Manager.

3. If at any time a Complex Manager falls below a 2.5 cumulative grade point average, the Complex Manager will enter an academic probation status. A Complex Manager may not be on academic probation with the Department of Residence Life for two consecutive semesters. If so, a decision will be made by the Assistant Director for Residence Life Apartments which is in the best academic interest of the student during the employment period with the Department of Residence Life.

OUTSIDE TIME COMMITMENTS

Because of the unique and specialized nature and responsibilities of the Complex Manager position, an individual accepting this role must be prepared to commit time and energy to performing the expectations to the best of their ability. Establishing and maintaining relationships with tenants and other staff is fundamental to the effective performance of the Complex Manager role, and, as such, parameters on time spent in the living environment are defined.

1. All regular time commitments outside of the Complex Manager position need to be discussed with and approved by the Assistant Director for Residence Life Apartments who will regularly evaluate the ability of the Complex Manager to continue performing their Complex Manager responsibilities. Performance below expected standards will necessitate the Complex Manager relinquishing the outside time commitment or the Complex Manager position itself.

STAFF COVERAGE

The nature of events that occur in our apartment living environment necessitates regular and consistent coverage of staff. The following expectations exist for time off:

1. Complex Managers are on call approximately 3-4 times per semester. Duty coverage will transition on the days of the weekly staff meeting. Duty coverage will extend to the entire University apartments complex. The on-duty phone must remain on at all times.
2. Complex Managers are responsible for requesting time off with the Assistant Director for Residence Life Apartments at least one week prior to leaving.
3. Complex Managers are expected to be available to assist tenants any time during the day or evening even if they are not on call.

STAFF DISCIPLINE/TERMINATION

The following criteria outlines conditions which, if committed by a Complex Manager, are considered serious enough to warrant disciplinary action or termination from the Complex Manager position. Please note that, this is not a comprehensive list. In the event that a Complex Manager is allegedly involved in a violation of Residence Life and/or University policy, the Complex Manager is also subject to adjudication through the conduct process of the University.

1. Behavior resulting in a felony conviction.
2. Behavior resulting in a misdemeanor conviction that casts reasonable doubt on the likelihood of satisfactory job performance.
3. Violation of University and/or Residence Life Apartment policies and regulations.
4. Acts of negligence or incompetence that cast reasonable doubt on the likelihood of job performance.
5. Misuse of official keys.

6. Failure to show progress in meeting expectations as outlined in writing by the Assistant Director for Residence Life Apartments.
7. Refusal to comply with reasonable, legitimate and specific direction from the Assistant Director for Residence Life Apartments with regard to responsibilities expressed or implied in the job description.
8. Behavior that can be reasonably considered to be seriously damaging to the ability of the University to meet its contractual responsibilities.
    a. The use of alcohol which violates any University/Residence Life Apartment and/or State policies including but not limited to: intoxication while on call, responding to an emergency while intoxicated, driving while intoxicated, or receiving a police violation for the usage of alcohol.

DISCIPLINARY ACTION/TERMINATION PROCEDURES

1. Staff members will be made aware of conditions that would lead to employee disciplinary action or termination. Signing the Complex Manager Working Agreement constitutes an understanding and acceptance of these conditions.

2. Staff members will be informed in writing of any decision by his/her supervisor that result in employee disciplinary action or termination.

3. Correspondences will outline the circumstance(s) or behavior(s) that led to employee disciplinary action or termination.

4. Staff members who face termination may appeal such a decision to the Director of Residence Life. **Job probation is not an outcome that is subject to appeal.**

5. A staff member who wishes to appeal must submit a written appeal within two business days of employment termination notice.

6. The Director of Residence Life will schedule a meeting with the appealing staff member to review the circumstances surrounding termination.

7. The appeal meeting will include the Director of Residence Life and the staff member who is appealing. At the discretion of the Director of Residence Life, other individuals may be asked to attend this meeting.

8. **The appeal meeting with the Director of Residence Life will serve as the final appeal for termination of student staff.** Written notification outlining the decision reached in the appeal meeting will be sent to the appealing staff member.

TERMINATION/RE-ASSIGNMENT OF EMPLOYMENT

1. Complex Managers will serve in the area in which they live.

2. If a Complex Manager terminates his/her employment, does not renew their appointment, or is terminated by Residence Life he/she is subject to the policies identified in the General Conditions of License Contract for University Apartments concerning refunds and forfeitures.

COMPENSATION

Complex Manager's will receive the following as compensation for their work performance.

1. **Salary** - $525.00/month for a total of $6,300/year.
2. **Apartment Rent Scholarship** – $3000/semester + summer allowance. Apartment rent scholarships may affect Financial Aid award amounts.