Graduate Assistant Resident Manager

The Graduate Assistant Resident Manager is a part-time live-in staff member who, in conjunction with the Resident Manager, is responsible for the overall administration of the living areas at the University Apartments. This position will assist with the overall programming efforts in the apartments through working with undergraduate and graduate students and their families and staff to develop a comfortable living and learning environment consistent with the mission and goals of Texas A&M. In this capacity the Graduate Assistant Resident Manager is responsible for the general supervision of the Apartment Resident Advisor staff in their programming efforts, assist with conflict mediation, personal and disciplinary advising of residents and the implementation of student development programs. The Graduate Assistant Resident Manager will report to the Resident Manager, University Apartments.

Learning Outcomes

- Communication
  - Demonstrate appropriate professional communication skills
- Collaboration/Teamwork
  - Work collaboratively in a variety of settings with peers, supervisors, and supervisees
- Cultural Competence
  - Demonstrate social, cultural, and global competence through community engagement
- Conflict & Crisis Management
  - Synthesize training and other information to formulate the appropriate response to conflict and crisis situations
- Ethical Decision Making
  - Demonstrate the ability to make decisions based on their personal and social responsibility to ethics

Preferred Qualifications

1. Admitted to a graduate degree program at Texas A&M University prior to appointment
2. Experience working with international or graduate students and their families
3. Work experience in apartments or residence hall experience
4. Previous related student affairs leadership experience
5. Excellent verbal and written communication skills
6. Proven skills in the areas of: critical thinking, team building, initiative, and leadership
7. Available to work at least one full academic year
8. Undergraduate applicants classified as U4 or above, with Resident Advisor experience, will be considered only after all qualified graduate students have been reviewed and considered. Doctoral candidates are encouraged to apply.

Terms of Employment

1. The Graduate Assistant Resident Manager must be enrolled in a minimum of three credit hours and a maximum of twelve credit hours of study per semester.
2. No exceptions to the course loads will be granted during the first semester of employment. Thereafter, the supervisor prior to registration must approve exceptions.
3. The Graduate Assistant Resident Manager is required to maintain a 3.0 cumulative and a 3.0 semester grade point ratio throughout the term of employment.
4. During the period of employment the Graduate Assistant Resident Manager may not hold any other assistantship, fellowship, student teaching, or other employment. In addition, the Graduate Assistant Resident Manager may not be enrolled in Veterinary or Medical Colleges unless otherwise required by the graduate program and falls within the twelve credit hours per semester maximum.
5. Participation in any extracurricular activities, including those as an officer in a campus organization, must be discussed and approved in writing by the supervisor prior to involvement.

Terms of Appointment and Remuneration

1. Initial appointment for the Graduate Assistant Resident Manager will be for a period of twelve months (June to May). Summer employment may be offered. Appointments for one semester are discouraged. The GARM will be considered for employment the following year based on their performance evaluation from their supervisor.
2. The compensation package for Graduate Assistant Resident Manager includes a nine month contract with a salary of $1,313 per month, up to $600 professional development budget (pending approval), and a furnished apartment with cable and
Staff recruitment, selection, training, supervision, and evaluation

1. Actively encourage students with high potential to apply for Resident Advisor positions; help train and develop their potential accordingly.
2. Present or co-present staff training and/or in-service training programs.
3. Develop a team approach through communication and cooperation among staff.
4. Facilitate and or participate in weekly staff meetings. Meet with staff individually.
5. Support University wide staff training efforts by participating actively and demonstrating a positive attitude.
6. Attend Fall, Spring, and Summer Workshops.
7. Assist with the training, supervision, and evaluation of up to fourteen Apartment Resident Advisors.
8. Communicate regularly with staff regarding expectations of them as a group and as individuals.
9. Assist RAs in the development of positive working relationships with residents (students, spouses and children).
10. Be aware of the staff’s interaction and its affect on the working relationship of the staff team.
11. Personally know and establish a good working relationship with all hall staff members.
12. Encourage, assist, and advise Resident Advisors in the development programs
13. Oversee Resident Advisors in developing or presenting programs are cultural, social or educational in nature.
14. Share your perception of each individual Resident Advisor and of his/her work by offering positive feedback and constructive criticism when appropriate.
15. Complete and deliver a written evaluation of each staff member each semester based on your interaction, feedback from residents and other UA staff members
16. Provide the Resident Manager with information about the successes and struggles of each staff member on a regular basis.

**Advising—Serve as co-advisor to the University Apartments community Council**

1. Attend the UACC Executive Board and General Assembly meetings. Provide guidance for Executive Board members.
2. Communicate regularly with the Executive Board members, meeting with them outside of scheduled meetings.
3. Encourage the Resident Advisors to plan, implement and attend UACC functions.
4. Work closely with the Vice President of Finance to determine annual budget and expenditures.
5. Attend programs planned and facilitated by the UACC.

**Facilitate learning and promote community within the University Apartments**

1. Create and maintain an environment conducive to academic activity.
2. -Get to know the residents and be aware of their needs.
3. -Be available to residents who may need information, help in working through personal or academic problems, or need to talk.
4. -Be aware of changes in the community atmosphere throughout the year.
5. -Encourage programming aimed at students’ needs.
6. -Support and participate in University Apartments activities.
7. -Help residents to understand their responsibility to respect one another and learn about and from each other.
8. -Work with Resident Advisors in promoting and providing educational and social programming.
9. Serve as a para-professional advisor to residents being familiar with resources of the university and local community. When necessary, directing residents to the appropriate person or office.

**Administrative**

1. Exercise good time management skills in order to balance administrative duties with academic and personal responsibilities.
2. Perform resident check-in and checkouts in conjunction with the Office Manager.
3. Submit necessary reports, such as incident reports and follow-ups to the Resident Manager in a timely manner.
4. Maintain accurate records such as roster; inventory cards, and others as directed by the Resident Manager
5. Coordinate efforts to keep breezeways, public areas, and outside areas clean and free from personal or University items.
6. In conjunctions with the Resident Manager, coordinate key control to account for apartment keys, and assure proper usage of university and master keys among the hall staff.
7. Work with staff and students to promote security awareness to include personal safety
8. Coordinate the regular duty schedules of the Resident Advisors and share the schedule with the Resident Manager and other staff at the UA.
9. Participate in Graduate Hall Director duty
10. Inform residents of fire and safety procedures by posting information and assisting in the coordination and facilitation of semester Fire, Life Safety inspections.
11. Attend weekly staff meetings.
12. Maintain weekly office hours.
13. Serve on University, Departmental, or Area Committees as assigned by the Resident Manager.

**Facility Care—promoting a living environment in which there is a feeling of self-pride and respect for the University Apartments.**

1. Work with the University Apartments staff, University Apartments Community Council and residents in developing a feeling of ownership for the University Apartments and grounds.
2. Encourage programming efforts that promote community and resident interaction.
3. Hold residents accountable for cleaning, damages, and vandalism.

**Support and enforce area, departmental, and university policies and procedures**
1. As an integral member of the residence hall community and the Department of Residence Life, the Graduate Assistant Resident Manager is expected to support and enforce all University policies, procedures, and regulations. Also, the Graduate Assistant Resident Manager will assist residents in their development of personal responsibility, including self-discipline and the recognition of the rights of others. Specifically, the Graduate Assistant Resident Manager should:

2. Abide by all University and Departmental policies.

3. Assist the resident Manager and other University Apartments staff members with the initiation and development of new policies as well as the periodic review of current policies.

4. Communicate with the Resident Manager regularly on policy concerns of staff and students.

5. Inform residents of policies, the rationale for the policies, and possible consequences should they violate departmental and/or University policies.

6. Be pro-active in regard to student conduct.

7. Communicate regularly with the Resident Advisors.

8. Ensure the staff are enforcing policies consistently and recording any verbal warnings given to residents.

9. Assist the Assistant Director of Residence Life/Supervisor and/or the Student Conduct Office as needed with investigations, follow-up and attending hearings concerning policy violations.

10. Hold conduct conferences with students in accordance with the memorandum of understanding with the Student Conduct Office.

**Accountability Policy**

You will be held accountable for your actions or lack thereof, including both positive and negative actions. It is important to follow all rules, policies, and expectations of the position you have accepted. The following policy outlines some, but not all, accountability measures. Additionally, this policy outlines a progressive discipline and accountability model that an employee would typically follow given some of the examples in this policy. However, the severity of the situation or behavior of the employee may warrant immediate progression to a more severe measure, up to and including termination, without having been provided a lesser measure previously. The severity of the measure will be determined by the supervisor in consultation with the HR Coordinator, if necessary.

**NOTES**

The supervisor will keep notes on each staff member regarding his or her performance throughout the year. These notes will be used to praise good work, address concerns, and to provide an accurate representation of the employee’s performance on the annual evaluation. You may request to see your notes at any point. These notes may be kept in a variety of formats.

**WARNING**

A Warning may be issued by the supervisor as necessary for violating job responsibilities/expectations and/or policies. This is a reminder which will state the reason for the Warning. Note of this Warning will be documented within your Notes for future reference. Some actions that could result in a Warning include but are not limited to: 1st time being late to a shift or leaving early without approval of the supervisor, 1st time failing to complete job responsibilities during a shift, 1st time having a visitor at the desk without approval, etc.

**REPRIMAND**

A Reprimand is a memo or form that states the specific inappropriate actions or decisions, will include specific, quantifiable expectations for improved performance, and a specified time period for significant improvement to be made. If no significant improvements are seen within the specified period, Termination or Probation may result. This Reprimand may include a probationary period with the expectation of marked improved performance. A copy of the Reprimand will be provided to you and a copy will be placed in your personnel file. Some actions that could result in a Reprimand include but are not limited to: your 2nd time being late to a shift or leaving early without the approval of the supervisor, your 2nd time having a visitor at the desk without approval, your 1st time missing a shift, repeating behaviors that resulted in a Warning, etc.

**PROBATION**

A period of time determined by the supervisor based upon the severity of the situation, during which your performance will be monitored for marked improvement. This will include a letter or form provided to you and placed in your personnel file that outlines the specific inappropriate actions or decisions. Some actions that could result in Probation include but are not limited to: your 3rd time being late to a shift or leaving early without the approval of the supervisor, your 3rd time having a visitor at the desk without approval, your 2nd missed shift, repeating behaviors that resulted in a Reprimand, falling below the required GPR, etc.

**TERMINATION**

Depending on the severity of the issue, Termination typically comes as a final solution after multiple infractions, though it can occur immediately, without any or all of the above actions. Some actions that could result in Termination include but are not limited to: your 4th time being late to a shift or leaving early without the approval of the supervisor, your 3rd missed shift, insubordination while on
probation, risking the safety and security of students in the space, inappropriately using keys and/or equipment, repeating behaviors that resulted in Probation, etc.

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<th>Employee Name</th>
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