



Department of Residential Education and

Housing Student Staff

Selection

STUDENT MANAGER OF RESIDENTIAL OPERATIONS - SMRO

Job Description

The Student Manager of Residential Operations (SMRO) is concerned with the physical operations of the residence hall including the opening and closing of the residence hall, room inventory and damage reporting, and desk operations; Central Resident Mailroom Operations; or Area Office Key Management. Must have at least 1 year of Residential Education and Housing Experience.

MAJOR RESPONSIBILITIES FOR THE POSITIONS INCLUDE

A. Supervision

- Manage, train, and evaluate the hall office, mailroom and/or desk assistant staff in conjunction with the Residence Director. Work with the Residence Director to hold staff accountable to their job descriptions and written expectations of performance standards.
- Work with the Residence Director to select a staff for the following academic year.
- Adhere to the Student Employment procedures when hiring staff.
- Attend and participate in all Residential Education and Housing, area, and hall training (e.g., pre service training, community development activities, and area meetings).
- Serve as a liaison with other staff and offices associated with the position.
- Participate in departmental staff selection and evaluation processes.

B. Central Mailroom Responsibilities:

- Establish and supervise all office procedures.
- Assist in maintaining the furnishings and equipment within the Resident Mailroom Office including reporting any damaged or missing equipment, furniture or safety signage.
- Responding and investigating any lost/missing package reports

- Monitor the inventory of resident student packages and ensuring that any items that have not been picked up in 30-days is Returned to Sender via the Mailing and Receiving campus mailroom ● Ensure that misdirected mail is being appropriately sent back to the Mailing and Receiving campus mailroom daily
- Establish a DA schedule to ensure coverage of the Resident Mailroom
- Report to Building Services Staff concerning housekeeping concerns and Facilities staff for outstanding maintenance issues.
- Keep staff informed of all changes in procedures and any pertinent information.
- Respond to student and staff concerns as appropriate.
- Assist in the recording and reporting of staff work hours for processing payroll on a bi-weekly basis.
- Assist in maintaining a safe and secure residential atmosphere.
- Coordinate emergency security measures with Residential Education & Housing professional staff and/or building staff, as needed.
- Other duties as assigned by the Residence Director or Associate Director.

Area Office Responsibilities:

- Establish and supervise all office procedures.
- Responsible for the weekly inventory of all room keys. Request and report lock changes for processing and billing.
- Assist with processing room changes, and maintain regular contact with the Housing Program Assistant and Residence Director about occupancy concerns.
- Report housekeeping concerns to Building Services Staff and maintenance issues to Facilities Staff.
- Ensure that appropriate forms are available in area offices and maintain an organized filing system for all office forms.
- Keep staff informed of all changes in procedures and any pertinent information.
- Respond to student and staff concerns as appropriate.
- Schedule Area office coverage by Desk Assistants and CAs
- Assist in the recording and reporting of staff work hours for processing payroll on a bi-weekly basis.
- Assist in maintaining a safe and secure residential atmosphere.
- Coordinate emergency security measures with Residential Education & Housing professional staff and/or building staff, as needed.
- Other duties as assigned by the Residence Director or Associate Director.

Building Responsibilities

- Establish and supervise all office procedures.
- Responsible for the inventory of all keys (Hall Office Special and Master Keys). Request and report lock changes for processing and billing.
- Assist in maintaining the furnishings and equipment within the residence hall including inventory, damage reports, and repair reports; monitoring maintenance request and liaison with facilities management; processing of maintenance request; follow-up on maintenance request; routine

rounds and inspections of the residential community.

- Responsible for certifying and recording the charges for damages which may occur during the academic year; processing closed RCRs; posting damage reports.
- Process room changes, and maintain regular contact with the Residence Director and Housing Program Assistant about occupancy concerns.
- Report housekeeping concerns to Building Services Staff and maintenance issues to Facilities Staff.
- Responsible for establishing opening and closing procedures at the beginning and end of each semester and at vacation periods. In May prior to your appointment, assist current staff with closing procedures.
- Ensure that appropriate forms are available in hall offices and maintain an organized filing system for all office forms.
- Maintain rosters and supervise mail distribution and delivery. Coordinate daily mail runs to the central office.
- Responsible for maintaining sign out procedures for recreational and kitchen equipment, if available.
- Maintain on-going communication with desk staff and make frequent visits to the desk to monitor operations.
- Keep staff informed of all changes in procedures and any pertinent information. ●
- Update records for individuals banned from residence within 24 hours of receipt. ●
- Respond to student and staff concerns as appropriate.
- Assist in the recording and reporting of staff work hours for processing payroll on a bi-weekly basis.
- Implement fire alarm procedure in conjunction with other staff and carry out fire drills when necessary.
- Assist in maintaining a safe and secure residential atmosphere.
- Coordinate emergency security measures with Residential Education & Housing professional staff and/or building staff, as needed.
- Other duties as assigned by the Residence Director or Assistant Director.

C. Paraprofessional Responsibilities

- Assume a set of acceptable behavioral standards by virtue of being a role model of the campus community. Hold yourself accountable to the expected behaviors outlined in the Student Staff Agreement, which you must sign prior to the start of your contract.
- Maintain appropriate confidentiality of the information accessed as part of your responsibilities.
- Discuss time away with supervisor.
- Be available to students, staff and Residence Director during designated office hours each day and in the building during evening hours and weekends when possible. Office hours are determined by the Residence Director and SMRO. Hours may vary due to job responsibilities or operations calendar.
- Develop professional, academic, and personal goals and objectives for the year.
- Provide efficient and impartial service for the needs of all residents.
- Share scheduled on-duty responsibilities as devised by the Residence or Associate Director.

- Know and observe all residence life and college policies and procedures.
- Align priorities such that academic and job responsibilities are taken into consideration before other personal commitments. All extra-curricular activities must be discussed with the Residence Director prior to participation.

D. Affirmative Action

Refrain from any behavior which adversely discriminates against an individual or group because of their age, race, color, sex, or other generic characteristics as defined by the college's Affirmative Action Policy. Any employee found in violation of this requirement shall be subject to disciplinary action and/or dismissal.

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