



## STUDENT MANAGER OF RESIDENTIAL OPERATIONS - SMRO

### Job Description

The Student Manager of Residential Operations (SMRO) is primarily 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. 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 and desk 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. Operational and Area Administrative Responsibilities

- Establish and supervise all office procedures.
- Responsible for the inventory of all keys (room, front door, and special 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 about occupancy concerns.
- Report to Building Services Staff concerning housekeeping concerns and Facilities staff for outstanding maintenance issues.
- 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 central offices.
- Responsible for cleaning and recreational equipment including sign-out procedures, 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 Assistant 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.

**Updated October 2017**