



**BALL STATE
UNIVERSITY**

Housing and Residence Life

Resident Manager, University Apartments
Graduate Student Position Description

Position Title: Resident Manager, University Apartments

Reports To: Residential Learning Coordinator for University Apartments

Position Overview:

Resident Managers (RM) work directly with the University Apartments Office assisting students living in both Scheidler and Anthony Communities reporting to Residential Learning Coordinator for University Apartments. Resident Managers supervise Community Office Assistants, provide programming for the two communities, assist with facility-related concerns, and work to foster equitable and inclusive spaces in University Apartments.

Qualifications:

- Earned Bachelor's degree by September 1, 2026
- Enrollment in a BSU graduate program
- Significant leadership experience, preferably in Housing and Residence Life
- Experience with community living

Preferred Qualifications:

- Familiarity with a variety of technology and software programs
- Experience with on-campus living
- Conflict mediation/crisis management skills
- Community building skills

Compensation:

- Wage of \$12,000 for the period from appointment mid-July through early May.
- Declining balance meal plan during the fall and spring semester.
- \$500 professional development funds as available and approved.
- Two-bedroom furnished apartment, including utilities. The Resident Manager is required to live in their apartment and can share their apartment with legal spouse and/or dependent(s). All apartments are smoke-free.
- Wireless Access, telephone, and voicemail provided.
- Full-time Graduate Assistants work 20 hours a week and receive a majority waiver of tuition cost and a stipend. Tuition for up to nine credit hours per semester, excluding activity fee (includes out-of-state tuition and an option for a summer tuition waiver).

Duties and Responsibilities:

- Serves as a resource person to residents for student, campus, and community services.
- Works in the apartment community and office as scheduled, assisting with check in/move out of apartment residents and their families. Assists residents with lock-outs, service requests, policy information, and university information and resources etc.
- Serves as part of the on-call duty rotation for the apartment community.
- Responsible for responding to crisis, evacuation and other emergencies.
- Assists in community building activities in the apartment area, including assessment, coordination and facilitation of events.
- Assists in renewal and new leases.
- Investigates neighbor or staff complaints involving noise, alcohol related behavior, disruptive behavior, lack of child supervision, etc.
- Trains, supervises and evaluates assigned Community Office Assistants.
- Supports the university academic mission through programs and actions.
- Attends departmental training workshops, departmental and director meetings and in-service programs.
- Informs and advises residents of policies, procedures and regulations relating to apartments, and supports related university policies and procedures, serving as a model for others.
- Maintains confidential information appropriately.
- Serves on departmental committees and/or advises departmental student organizations.
- Performs other duties as assigned by the Residential Learning Coordinator, Assistant Director of Housing and Residence Life, and/or the Associate Director for Residential Learning.

Workload:

This assistantship is a 10-month position with possible opportunity for summer employment when enrolled in summer classes progressing towards degree completion. Resident Managers will work a minimum of 20 hours and a maximum of 29 hours per week.

Evaluation:

Performance is evaluated in writing once per semester. Appointments are renewed based on past performance and willingness of student to renew. Re-appointments are also based on meeting Graduate School academic standards.

Other:

- Resident Managers must be enrolled for no less than six credits (no less than nine credits if a SAAHE graduate student) and no more than nine credits in an academic semester during which they are employed.
- Resident Managers must live in the apartment provided by the university during the time of their employment. Staff members who are provided a room or apartment have an obligation to maintain the units so that they may conduct appropriate business. Special consideration should be made that the areas are clean, free of strong odors, etc. The housing units are made available for the benefit of the university to provide student access to staff and private places to listen to student concerns.
- Resident Managers should be able to respond to problems and crises at any time of the day or night while in their role.
- Additional activities outside departmental expectations must be approved by the Associate Director for Residential Learning.