Resident Manager – Graduate Assistantship
University Apartments
Office of Housing and Residence Life
Ball State University

Duties and Responsibilities:
1. Serves as a resource person to residents for student, campus, and community services.
2. 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.
3. Serves as part of the on-call duty rotation for the apartment community.
4. Responsible for responding to crisis, evacuation and other emergencies.
5. Assists in community building activities in the apartment area, including assessment, coordination and
facilitation of events.
6. Investigates neighbor or staff complaints involving noise, alcohol related behavior, disruptive behavior,
lack of child supervision, etc.
7. Trains, supervises and evaluates assigned community assistants.
8. Supports the university academic mission through programs and actions.
9. Attends departmental training workshops, departmental and director meetings and in-service
programs.
10. 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.
11. Maintains confidential information appropriately.
12. Serves on departmental committees or advises departmental student organizations.
13. Performs other duties as assigned by the Assistant Director of Housing and Residence Life for
University Apartments or the Associate Director of Housing and Residence Life.

Work Load:
This assistantship is a 10-month position with 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.

Supervision:
Position reports to the Assistant Director of Housing and Residence Life for University Apartments

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.
*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 of
Housing and Residence Life.

Minimum Qualifications:
Earned Bachelor’s degree
2.75/4.0 GPA in undergraduate studies
Enrollment in a BSU graduate program
Significant leadership experience
Experience with community living

**Preferred Qualifications:**
Experience with populations of diverse ethnic backgrounds and life stages
Familiarity with a variety of technology and software programs
Experience with on campus living
Conflict mediation/crisis management skills
Supervisory experience
Community building skills

**Compensation:**
*Two-bedroom furnished apartment, including utilities.
*Local telephone, voice mail, computer data, and cable service.
*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).
*Wages of $11,200 for the period from appointment mid-July through early May. Cash packages are equivalent to an assistant residence hall director package, except that board is included in the cash wage package instead of being provided as a meal ticket.
*Summer employment is available for an additional stipend.

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