



## Village Manager Job Description

The purpose of the Village Manager is to support residents as they **live together in safe and welcoming** communities, to **support student learning** both inside and outside of the classroom, and to **facilitate individual development** within a residential community. The Village Manager can be the “first responder” for facilities, conduct, behavioral, or medical concerns and emergencies. The Village Manager connects residents in the Village apartments to campus resources, faculty, staff, and other students that live in College-owned housing. The Village Manager supports the academic mission of the College through having intentional one-on-one interactions (we call these *summits*) with residents in every apartment, upholding the Student Code of Conduct, and fostering a community environment that is inclusive and supportive. Through summits, the Village Manager will work to help residents feel valued and connected while challenging them to think critically, set goals, develop meaningful relationships, and become more self-reflective. These conversations, as well as the Village Manager’s intentional efforts to follow up with residents about their choices after policy violations occur, help residents grow, as well as create a strong connection to the College community.

The nature of the job means that successful Village Manager is someone who genuinely enjoys other people, and must be willing to engage with residents in every house and apartment, both in their successes and in difficult and uncomfortable circumstances. A successful Village Manager must be committed to nurturing growth in others, as well as in themselves. This means that the Village Manager must be able to actively self-reflect on their own strengths and limitations, and to be willing to ask for guidance. The Village Manager must also exhibit a high level of time management. They are responsible for completing all apartment inventories before residents check in. These inventories will take roughly 30 hours to complete in their entirety.

A successful Village Manager can respond and act calmly and effectively in emergency situations. A successful Village Manager supports all students, regardless of race, religion, sex, sexual orientation, gender identity, or other differences. This is not always easy, and thus the Village Manager must demonstrate non-judgmental, thoughtful, and respectful dialogue and decision-making. They should be sensitive and empathetic, concerned not with what happened, but with why things happen and how that event may have affected those in the community.

A successful Village Manager is a member of the Residence Life Staff, and must be able to be a cooperative, reliable, honest, and enthusiastic team member.

A successful Village Manager demonstrates leadership within the apartment communities, and in the campus community. They must role model enthusiasm for community living, thoughtful problem-solving, good judgment, community involvement, commitment to academic excellence, authentic growth, and personal integrity.

A successful Village Manager is a full-time, undergraduate student, who has a minimum of a 2.5 GPA, and who has earned at least 28 credits. They can only participate in the program for 2 years. Special permission for a 3<sup>rd</sup> year may be granted by the Director of Residence Life.

They are a student staff member of the College and is expected to support the mission of the Office of Residence Life and the College at all times. They must have their own cell phone that can be used for their work.

### Duties:

*The percentage listed in each category indicates the amount of time you will most likely spend in each area each week, but does not indicate the relative importance of this area. This number is to help you understand the time commitment involved in the position.*

### Summits & Programming (20%)

*The Village Manager will administer at least one summit with each house and apartment each semester and coordinate one off-campus program each semester.*

- Summits –
  - Reach out to 100% of off-campus College owned houses and apartments both Fall and Spring term. Complete a summit with 75% of the aforementioned housing units.
  - Complete required reports for each summit. Reports must demonstrate thoughtful self-reflection.

- Demonstrate strong conversational and motivational interviewing skills. Ask relevant questions during summits and encourage the resident to brainstorm solutions instead of offering the answers. Strategize on best ways to reach out to residents from all backgrounds and adjust interaction style based on the needs of individual residents.
- Recognize opportunities to follow up on resident concerns and then follow up with residents to connect them with resources, student leadership opportunities, or people with similar interests.
- Work with supervisors to address needs that arise during summits, and bring any immediate concerns to your supervisor in a timely manner.
- Programs –
  - One program must be planned and executed each term (Fa/Wi/Sp). This program must be advertised to all students in the Village apartments.
  - Write and distribute a *Neighborhood Newsletter* each term, or something similar.

#### *Weekly Rounds and Presence (20%)*

- Be available in your apartment for all the students you oversee.
- Post your cell phone number and make sure all residents know how to contact you.
- Complete two weekly rounds of the apartments and submit a weekly duty log report.
- Submit work orders for any facilities damage you observe while on rounds.
- Complete all logs and administrative tasks assigned by supervisor in a timely manner. Use this time to design your newsletter, plan and host a program, and follow up with student concerns.
- Address quiet hour or other policy violations, or any other concerns that arise while on duty.
- Engage with your community while on rounds and document notable interactions in your duty logs.

#### *Incident Response (5%)*

- Address crisis and emergency situations in a timely manner.
- Confront and document all observed and reported policy violations.
- Use campus resources (professional staff, Campus Safety, etc.) to share leadership when confronting incidents.
- Follow all policy and emergency response protocol.
- Demonstrate good judgement, with emphasis on community and individual safety.
- Communicate to professional staff and on-call staff in a timely manner.
- Follow up with residents after conduct/crisis situations in a timely manner.
- Proactively address issues of community safety and well-being even when not on duty, including taking the initiative to approach residents who may be struggling.

#### *Required Meetings (20%)*

- Arrive on time or early to weekly one-on-ones with your supervisor.
- Attend and participate in other required meetings, including training in August and May, as assigned by your supervisor.

#### *Administration (30%)*

- Email is the official form of communication at the College of Idaho. You must regularly check your College email account, and respond to emails in a timely manner.
- **Complete house and apartment inventories** before residents arrive, no-show, room change, occupancy verification, and other processes in a timely manner.
- Facilitate all Village check outs. This will require staying two weeks after graduation.
- Submit work orders for floor and building issues in a timely manner.
- Communicate opening, closing, programming, and other housing information to residents through meetings, hand-outs, or other forms of communication.
- Facilitate the completion of roommate worksheets for every living unit by the second week of the academic year.
- Assist with movement of furniture and other equipment as necessary.

#### *Community & Resident Wellbeing (5%)*

- Be actively present in the Village community, role-modeling positive academic and community living habits.
- Be visible, available, and approachable to all residents. They cannot be absent for more than 2 weekends per month.
- Maintain confidentiality of all student records and interactions.
- Follow up in a timely manner with any residents with whom you are concerned about, or whose name is brought to you by professional staff.
- Encourage students to take responsibility for their own actions.

In a typical week, the Village Manager will complete two rounds and use this time to check-in with residents. They will also attend a one-on-one meeting with their supervisor for an hour. They will spend 3 hours engaged in summits or other programming. They may spend

approximately one additional hour responding to emergencies or following up with student concerns. In total, the Village Manager **will work an average of 6 hours per week.**

The Village Manager will spend a significant amount time completing apartment inventories. Each apartment takes roughly one to two hours to complete. The College owns 18 apartments. These inventories must be thorough and detailed. The apartments close 4 days after graduation. The Village Manager is responsible for communicating and coordinating all check-outs. Once this has been completed, the Village Manager will do a walk-through of all houses and apartments with their supervisor and a member of the Facilities department.

**To support student learning and development, the College does not allow students to work more than 20 hours each week during the school year. Please keep this in mind, given the hours necessary to be a successful Village Manager.**

The Village Manager receives a waiver for ½ of their Village apartment fees. They must reside in the Village apartments.