UMD Housing & Residence Life
Night Manager
Position Description
2016-2017

NIGHT MANAGER MISSION
As an integral part and representative of UMD Housing and Residence Life, the Night Manager staff seeks to maintain a safe and secure living environment from the hours of midnight to 8:00 am. NMs encourage residents' responsibility and maintain residents' safety through consistent enforcement of University and Housing policies, as well as accurately responding to and reporting any emergencies and safety concerns.

NIGHT MANAGER RELATIONSHIP WITH RESIDENT ADVISORS
Relationships between Night Managers and Resident Advisors are critical to the Night Manager position. It is important that both Resident Advisors and Night Managers view each other as team members that have overlapping duties. All the duties that Night Managers perform, Resident Advisors perform. Getting to know the RAs not only helps your working relationship with them – you might just make some new friends!

NIGHT MANAGER JOB DESCRIPTION
Night Managers, as members of the Residence Life Staff Team, are student staff members who assist in the development of residential living communities as indicated by the Residence Life Mission and Purpose statements and as directed by the Residence Life Professional staff.

NIGHT MANAGER POSITION DESCRIPTION:
- The primary purpose to assist residents during hours of 12:00 am to 8:00 am each day
- Seek to maintain a safe and secure living environment by working in partnership with residents, Resident Advisors and other Housing employees as well as Campus Police
- Work in partnership with our residents by emphasizing community safety over personal convenience, thus helping to promote an educational community based upon the principles of Respect, Responsibility, and Opportunity
- Attend a bi-weekly staff meeting to be scheduled around class schedules
- Be available and attend all Fall Training sessions and begin work prior to housing opening
- Be available to work during school breaks
- Be available through the end of hall closing for the academic year for shift work.
- Night Manager staff, working alone or with other employees, encourage residents’ responsibility and maintain residents’ safety by doing the following:
  - Monitoring living communities
  - Monitoring common areas and grounds
  - Addressing behavioral and maintenance concerns
- Consistently enforcing policies
- Handling crisis situations
- Designing and implementing safety promotion campaigns
- Completing administrative reports

**Qualifications:** To be qualified for this position, you must have a 2.0 GPA and at least 24 semester credits by the first day of employment. Candidates must successfully pass a background check.

**Training:** You are required to attend mandatory/paid training sessions.

- Spring 2016 – April/May - Spring Semester training will be arranged around class schedules
- Fall 2016 – Late August. You must be able to attend all of training in order to maintain your position. Work for the 2016-2017 academic year will officially begin on or after Aug 25, 2016.

**Shifts:** Night Managers typically have two regularly scheduled 4-hour shifts (either 12:00 am to 4:00 am or 4:00 am to 8:00 am) Monday through Friday plus work approximately one weekend per month. Night managers are required to work shifts during official University Breaks. Night managers are required to work a minimum of 10 shifts over Semester Break and at least 4 shifts for one other break period (Thanksgiving or Spring). Note: a shift defined over Thanksgiving, Semester and Spring Break is 8-12 hours.

**Benefits and Compensation:** Base-pay is $9.60/hr for shift work done from Midnight to 8 am. Base-pay is $9.00/hr outside of those times. Pay increases are given to staff for longevity in the position. Benefits include the opportunity to develop a variety of skills while working with a dynamic team of Residence Life staff. This experience provides excellent preparation for a Resident Advisor position.

**NIGHT MANAGER EXPECTATIONS**

The responsibilities of the Night manager position cannot be over or underestimated. Therefore, success in this position is found when staff members exhibit a high degree of professionalism in all aspects of their job. The following expectations are designed to help you reach this level of professionalism.

**Respect.** Respect for those you serve, your fellow team members, and yourself is perhaps the most important quality we expect out of our staff. Respect serves as the foundation for all other expectations.

**Commitment.** Earn respect of others by keeping commitments to your job, teammates, & your education.

**Positive Role Model.** Yes, it does matter! Be aware that what you say and do, both on and off the job or on or off campus. This communicates a message to others. Spend time thinking about what you want that message to be, and how that message will impact your effectiveness on the job and how others view you in general. Remember, when you are wearing “the shirt” and carrying the keys, you are not just a single person -- you are the Night Manager Staff and indeed a representative of the Office of Residence Life and the University of Minnesota. You will be seen on campus and recognized without your “the shirt” so keep in mind and hold true to your values and be a Positive Role Model in ALL parts of your life (professionally, personally, and academically). This responsibility cannot be underestimated in either its inherent challenges or its ultimate rewards.
Information. You are responsible for knowing and communicating a variety of information in a variety of settings. You are responsible for all information presented at training, in your manual, and at staff meetings. You are responsible for communicating important information to each other, the RAs, the Assistant Director (AD) and the Community Coordinator (CC). You are responsible for providing information to residents. If a resident asks you a question, be confident in your response, because you are a resource! If you don’t know the answers to questions, say that but also say you will find the answer and follow-up with the resident.

Documentation. It is important to document all information related to various situations you will face in this position. When in doubt, document!!! Be professional and detailed with all written communication, including reports and duty log entries. It is best to be told you did not have to document something rather than asked “Where is that documentation?”

Teamwork. You are responsible for performing all job duties. You are also responsible for knowing your limits and calling on the assistance of the RAs and Campus Police as needed. Don’t ever hesitate to utilize other staff members as a resource. Support one another always; only discuss differences in private with the person with whom you have a difference of opinion. However, if you become aware of staff abuses of privileges or ethical improprieties, you are required to report what you know to your supervisor.

Supervision. An Assistant Director (AD) and a Community Coordinator (CC) work together to provide supervision for the Night manager Staff. They expect that you will go to them with any questions or concerns. They also expect to hear from you on a regular basis, outside of staff meetings, and for you to promptly return calls or e-mails. Though they will often seek your input, ultimately, the AD and CC are responsible for decisions related to our work together.

Discipline. Grounds for disciplinary action will consist of failure to fulfill designated responsibilities, absenteeism, and tardiness without proper notification, violations of University policies, failing to follow established procedures, and/or failure to comply with a direct order from a supervisor. Verbal warnings, written probations, and/or terminations may be action taken by the Assistant Director. Misuse of the master key will result in immediate termination. Staff discipline is not necessarily sequential in nature. All staff that are terminated from employment or resign their position mid-year is required to turn in their keys, staff manual, and duty shirts upon the final day of employment.

It is important to keep in mind that the Night Manager position is a real job with real responsibilities. Your performance in this position affects your success. Good work could make for a positive recommendation.

RESIDENCE LIFE STAFF - DRUG & ALCOHOL POLICY
Residence Life staff and students are obligated to support and maintain a living community atmosphere that emphasizes the development of healthy lifestyles and the making of responsible, informed decisions concerning drug and alcohol use. Drug and alcohol abuse affects the health, safety, academic success, job success, and well-being of all employees and students, and restricts the
University’s ability to carry out its mission.

Residence Life Staff must be held accountable to a high standard of expectations recognizing that:

- a large percentage of disruptive behavior in the residential facilities is the result of alcohol misuse;
- freshmen are impressionable and in a critical time of transition;
- Residence life goals are strongly focused on alcohol education and making responsible decisions.

Residence Life staff may be asked at any time to carry out a job related function while in the residential facilities. This is the nature of their work. Therefore:

1. Residence Life staff members need to make responsible decisions about their use of alcohol. Minors must abstain from any alcohol use. Staff members that are at least 21 years of age and choose to consume alcohol must do so responsibly.
2. Residence Life staff must abstain from any use of illegal drugs and/or abuse of prescription drugs, or other mood altering substances.
3. Residence Life staff members who are impaired while carrying out their job responsibilities and/or are visibly impaired while on campus are subject to disciplinary procedures.

Housing disciplinary procedures regarding irresponsible drug or alcohol use are based upon but not limited to:

- first occasion, residence life staff member is placed on employee probation (minimum)
- second occasion, residence life staff member is released from employment

Examples of irresponsible choices (not an all inclusive list):

- Drinking to the point of intoxication
- Drinking in the company of minors
- Attending off campus parties where underage residents are present and alcohol is being consumed.
- Providing alcohol to minors
- Drinking if under the age of 21
- Drinking on campus
- Coming back to the residential facilities while intoxicated
- Using illegal drugs

STUDENT EMPLOYEES RIGHTS

For a detailed listing of Student Employee Rights and Policies visit:
http://www.d.umn.edu/umdhr/studentjobs/

STUDENT EMPLOYMENT HANDBOOK

The Student Employment Handbook is made available to all student employees of the University at:
http://www.d.umn.edu/umdhr/studentjobs/Students/studenthandbook.html