

Apartment Coordinator Position Description

Updated 11/2019

The Apartment Coordinator is responsible for the operational effectiveness of a specific Washington State University Housing Apartment complex. The Apartment Coordinator is selected on the basis of maturity, dependability, problem-solving skills, availability at home, and ability to effectively communicate with residents, the staff of Housing Services, and other University personnel. Apartment Coordinators represent an extension of the administration of Washington State University to the residents of University Housing. In the dual role of management and resident, Apartment Coordinators are in a unique position to support the needs of the residents in University Apartments.

The Apartment Coordinator understands and supports the operations of the University by monitoring rental agreements, regulations, procedures, and policies and setting an example for residents living in areas supervised.

Apartment Coordinators are responsible for the following:

1. To provide service to the University Housing resident through availability and individual contact.
2. To assist in providing an environment conducive to maximum academic achievement.
3. To provide clean, comfortable, and functional housing for students.
4. To provide a bridge between the student and the University by relating administration, objectives, policies, and regulations to the students.
5. To give students opportunities to learn a sense of individual responsibility, further social development, and participate in satisfying leisure time activities.
6. To recognize and respond to the unique needs of students with families.
7. To recognize and respond to the needs of residents from a variety of cultural, ethnic, and social backgrounds.

In order to provide service to the resident community, the Apartment Coordinator must respond to after-hour service calls, emergencies, and lockouts. The Apartment Coordinator must inspect the area of responsibility, eliminating hazards, initiating maintenance requests to correct deficiencies, and reviewing maintenance requests after the maintenance has been performed. This will require personal contact with the residents. To provide an atmosphere for academic pursuit, the Apartment Coordinator continually reinforces existing community standards, provides information to residents, and acts to promote the programs and policies of Washington State University.

The Apartment Coordinator supports both the interests of the University and the student residents by maintaining consistent standards and open communication. They explain rental agreements and procedures, and communicates Washington State University policies effectively to the resident population.

Apartment Coordinator Expectations

1. Be available to the residents of your complex.
2. Communicate with residents from your particular apartment complex on a daily basis. Respond quickly to resident problems and concerns.
3. Assist Housing Services in preventing unauthorized and/or illegal or improper use of facilities, such as pet violations. Pass knowledge of such on to your supervisor.
4. Control disturbances created by residents and non-residents, calling in outside help where necessary. Mediate roommate/neighbor conflicts. If police are called, work with them to quiet disturbances.
5. Distribute temporary parking permits. Report motorcycles on decks, laundry rooms, lawns or sidewalks. Communicate to Police/Transportation Services about abandoned cars, trailers, and motorcycles.
6. Perform routine surveillance of the laundry areas and report trouble with equipment and other related matters to Auxiliary Facilities Services.
7. Open apartment when a legal resident is locked out. When repeated often, work with resident and alert Housing Office of the frequency.
8. Ensure that "feedback" of problems relating to service, livability and use of facilities is continually made available to the Associate Director of Housing Services. Act as liaison between residents and the Housing Services staff.

9. Inform your supervisor at least forty-eight (48) hours in advance of any planned trips from the Pullman area. Give both estimated departure and return times. You must also find coverage for your complex and post the information on the AC Outlook Calendar.
10. Check your mailbox located in the Arthur E. McCartan Office Suite, Streit-Perham building **three** times a week to pick up information. Check Apartment Complex email **every day** for communication from residents and the Housing Services staff. Also be sure to check the AC SharePoint site weekly for updates or when instructed by another staff member.
11. Assist in updating the Family/Grad or Single Student Apartment Handbook. This includes a critical evaluation of proposed policy and regulation changes as applicable to student residents.
12. Assist the Associate Director of Housing Services by explaining housing rules, regulations, and contractual terms to residents living in University Apartments.
13. Distribute Washington State University approved fliers and other material on a timely basis.
14. Perform Sanitation/Security/Safety checks:
 - a. Check dumpsters and recycling at random intervals to ensure pickup is being made per contract schedule.
 - b. Check area lighting, report any burnouts or other issues to Housing Maintenance for timely repairs.
 - c. During winter months, look for icy spots on walks and sand/de-ice as needed and communicate significant winter safety concerns to Auxiliary Facilities Services.
 - d. If trash seems to accumulate on or below decks, work with resident to ensure removal of trash before a fire/health hazard develops.
 - e. Check general appearance of areas for such items as broken sprinkler heads, broken bottles, beer cans, etc.
 - f. Report unfavorable conditions to the Associate Director of Housing Services.
15. Perform security and walk-around checks during vacation periods. Inspect vacant apartments at start of each vacation period to ensure that all appliances are turned off, thermostats turned to proper setting, and doors and windows closed and locked. **This security check cannot be delegated other than for emergency reasons.**
16. Fill out weekly reports and turn them in to your supervisor by Monday morning.
17. Contact residents about bug/pest problems and follow up. If apartment needs to be sprayed, work with resident to contact the appropriate Housing staff.
18. Participate in weekly meetings in person or by email. Attend all coordinator monthly meetings. Meetings are scheduled on the first Thursday of each month unless otherwise directed by the Associate Director of Housing Services.
19. Develop and present monthly programs for University apartment residents that enhance the community experience.
20. Develop and present regular social micro-programs for University apartment residents that intentionally increase positive neighbor-to-neighbor interactions.
21. Participate in committees and committee sponsored programs (AC Selection, All Family Programming, Welcome BBQ, etc.)

Terms of Employment

The Apartment Coordinator or spouse must meet eligibility requirements for residence in University Housing. Residence in University Housing is a requirement of the position. The Associate Director of Housing Services and/or their Designee, and the search committee make decisions regarding selection of next year's coordinators. Employment is on a yearly contract from August 1st through June 30th. Compensation for employment consists of rent and utilities in a designated University Apartment and a monthly stipend of \$250.

Performance of each coordinator will be evaluated at the end of each academic year. The Associate Director of Housing Services will set performance criteria. Generally, termination of employment may occur as follows:

1. By the Associate Director of Housing Services and/or their Designee for any violation of the job description, policies, procedures, or regulations governing residence in University Housing or for documented poor performance.
2. By joint agreement.
3. By the Apartment Coordinator with thirty (30) days written notice of intent to terminate.