

As an employee of Housing & Residential Education, Community Managers (CMs) contribute to the mission of the University of South Florida through a curricular approach to learning in the residence halls. CMs support the residential curriculum by engaging students through our educational strategies and connecting them to campus resources. CMs emphasize academic engagement, interpersonal skills, wellness, and global citizenship in their communities. To effectively perform the Community Manager position, CMs agree and adhere to the duties, expectations, and requirements outlined below.

I. GPA/Credits

- A. I understand that I must maintain full-time student status at the University of South Florida and be progressing toward graduation to maintain CM eligibility.
 - i. Full-time status is considered at least 12 undergraduate credit hours per semester or at least 9 graduate credit hours per semester.
 - ii. I must request an exemption in writing to the Director of Residential Life & Education if I need to drop below full-time status.
 - iii. I must request an exemption in writing to the Director of Residential Life & Education if;
 - I am an undergraduate student and I need to exceed 18 credit hours per semester, or
 - I am a graduate student and I need to exceed 12 credit hours per semester, or
 - I am a dually enrolled student in an undergraduate/graduate program and need to exceed 18 credits combined
 - iv. I also understand that I must maintain at least a semester and cumulative 2.75 minimum GPA.
 - v. If I fall below the minimum GPA (either semester or cumulative) I may be granted one semester of probation at the discretion of the Director of Residential Life & Education. I understand I will only be granted one semester of probation during my tenure as CM, and if I fail to meet minimum GPA requirements after having received probation, I will end my employment as CM immediately. I will not be eligible for reappointment if my cumulative GPA is not at least 2.75 at the end of the spring semester.

II. Training

- A. I will return to USF for fall training by **5:00pm on Wednesday, August 2, 2017**. Training will begin on this date and will continue until the start of fall classes. For January training, I must return to campus by **3:00pm on Wednesday, January 3, 2018**. Training will begin on this date and will continue until the start of spring classes. Training in both the fall and spring are all-day commitments; therefore, CMs are strongly encouraged to take care of all personal and academic needs in advance of training periods. In addition, I may not be involved in other commitments (leadership, paid employment, etc.) during these times.
- B. I will fully participate in all staff training and development activities including summer online training modules, fall training, January training, on-going training and departmental in-service and professional development requirements. Additionally, staff development activities are mandatory requirements of this position.
- C. If I anticipate I may not be able to make any portion of fall or January training, I will submit a written request for an exception to the Director of Residential Life & Education for approval. I understand that consideration will be

given to written requests submitted no later than **Wednesday, April 26, 2017** for fall training, and no later than **Friday, October 13, 2017** for January training. I further understand that not all requests will be granted, and that I may need to decide between competing opportunities.

III. Availability/Outside Commitments

I understand that availability to residents is intrinsic to fulfilling CM job responsibilities, and that I must adhere to the following policies:

- A. I may spend no more than two weekends and three weekday nights away from the house per month, which must be approved in advance by my supervisor. I am expected to sleep all other nights in my room.
- B. I will be present in my community and on campus during important times of the year, including the duration of Week of Welcome (including the first full weekend of both the fall and spring semesters), and house opening and closing in the fall and spring semesters.
- C. I will be available and accessible daily to have intentional interactions with my residents in accordance with the Residential Curriculum. My availability will meet the needs of all residents and their various schedules so that all residents have an opportunity to reach me on a regular basis.
- D. I will follow all guest policies and not have visitors for extended periods of time as this may interfere with my accessibility to my residents (real or perceived).
- E. I understand that while I may serve my organization/chapter as an executive board member, I must continue to balance my CM position and my executive board role should not take priority over my CM job responsibilities.
- F. Other paid employment, applied experiential activities, and significant club participation must be balanced with the time commitments of the CM role. However, if other paid employment, research assistantships, internships, practica, teaching assistantships, etc. are desired, all of the following criteria need to be met (hereafter, all activities listed above will be referred to as outside commitments):
 - i. Outside commitments, including paid employment, must be approved by the supervisor prior to working; approval is not automatic.
 - ii. Outside commitments are limited to no more than twelve (12) hours per week, with no more than nine (9) hours of paid employment per week permitted. For international students please review permitted working hours per your visa status to verify how many hours you are eligible to work.
 - iii. Outside commitments and employment must not interfere with the CM's ability to complete required duties including, but not limited to, meetings, staff training, duty shifts, and programs on the floor or in the area. Outside commitments and employment will not be considered in scheduling meetings or on-duty responsibilities.
 - iv. Long-term employment and outside commitments should have consistent hours throughout the semester to allow for consistency with CM responsibilities.
 - v. Job performance must be acceptable at all times. I understand that I may receive progressive discipline, up to termination, if individual performance expectations are not achieved.
 - vi. Pairing student teaching internships, nursing practicums or internships that extend more than (credit/hours) with the CM position will not be allowed.

IV. Interpersonal and Learning-Centered

As a Community Manager, I will invest in the overall growth and welfare of each resident. I understand that I am responsible for facilitating a learning-centered environment that meets the desired outcomes of the Residential Curriculum. I commit to the following:

- A. I will be available and accessible to residents, spend time in the house, and regularly interact with the house community per the specific time requirements and expectations of my supervisor.
- B. I will have a thorough understanding of the duties required of me as outlined in the Residential Curriculum lesson plans provided by my supervisor. If I do not understand the expectations, I will quickly follow-up with my supervisor.
- C. I will assist residents with personal, relational, social, cultural, emotional, and academic concerns while ensuring privacy, referring students to appropriate resources, and recognizing and reporting concerns and issues to my supervisor.
- D. I will know all residents in my house by the end of the first three weeks of classes and, throughout the year, I will help residents feel like equal and important members of the community by actively engaging them with intentional interactions and dialogue.
- E. I will ensure that residents understand my role and function as CM and establish a rapport, which allows residents to feel comfortable approaching me with ideas and concerns.
- F. I will not participate in any dialogue that could be interpreted as negative or demeaning toward residents, another staff member, or Housing & Residential Education.
- G. I will not participate in any form of gossip concerning residents and/or housing staff with hall residents, other CMs, or supervisors, and will consider the time, place and manner in which I engage in conversations.
- H. I will maintain a positive working relationship with my supervisor, showing respect for him/her as a supervisor and as a person. I will keep my supervisor informed of relevant issues in a timely manner, provide feedback as appropriate, and accept feedback in a professional manner.
- I. I will communicate directly with fellow staff members and my supervisor in any situation where I feel that I am not being heard.
- J. I will not participate in any behavior that may be construed as undermining to the group dynamics of the hall staff.
- K. I will work collaboratively with my fellow staff members and supervisor to resolve interpersonal conflicts.
- L. I will not be involved in any actions that may cause harm or potential harm to another individual or cause an individual to believe that harm may come to her/him.
- M. I will recognize the talents and interests of residents and encourage involvement in related activities as well as encourage resident exploration of new activities and new skill development.
- N. I will make residents aware of their roles and responsibilities in the community by explaining and utilizing the Community Standards.
- O. I will enforce policies consistently and without bias or malice.
- P. I will keep residents informed of campus, community and house activities, including posting notices and keeping materials current.
- Q. I will utilize administrative tasks (i.e. Roommate agreements, Fire, Health & Safety inspections, etc.) as a tool for educational and intentional interactions with my residents.
- R. I will conduct house meetings as outlined in the Residential Curriculum and in accordance with my supervisor's expectations.
- S. I will support all curricular events that contribute to student learning in the residence halls. Curricular programs may include events sponsored by LLC partners or Housing & Residential Education. I will support Week of Welcome events and other departmental events in both the fall and spring semesters (i.e. Tunnel of Oppression, Greek Advising Night, Choose A Better Word, Last Lecture Series, Living-Learning Community events, etc.).

- T. I will assess the needs of my community and encourage full participation and integration within the house and Greek Village community.
- U. I will inform my supervisor of community trends, issues, and learning opportunities through one-on-one conversations and the weekly report.
- V. I will support and attend events planned by other staff members, Greek Village Council, Residence Hall Association (RHA) and the National Residence Hall Association (NRHH). I will attend Greek Village Council meetings as expected by my supervisor.
- W. I will serve my staff and Housing & Residential Education as a representative, liaison, advisor, committee member, and other appropriate roles.
- X. I will serve as a role model for residents and other staff by:
 - i. Upholding all laws, policies, and procedures of the State of Florida, the University of South Florida system, and Housing & Residential Education.
 - ii. Taking a responsible and active role in the house and campus community.
 - iii. Treating all members of the community and others with respect.
 - iv. Being respectful of others' differences and ethnic/cultural backgrounds.
 - v. Confronting inappropriate behavior in a respectful, assertive, and responsible manner.
 - vi. Being responsible about academic commitments including class attendance.
 - vii. Using all internet and computer related communications (i.e., email, Canvas, Twitter, Facebook, etc.) in an appropriate manner.
 - viii. Maintaining good standing with the University, Housing & Residential Education, and the Student Code of Conduct.

V. Occupancy Management

As a Community Manager, I understand that I play an important role in the occupancy of the house. I understand that I may act as the liaison between the House Corporation and Housing & Residential Education staff. I will:

- A. Manage occupancy and related functions: work with organizational members to promote and market living in Greek Village, and collaborate with organizational leadership to clarify and evaluate expectations and requirements for occupancy.
- B. Coordinate, with the Residence Life Coordinator, the completion of individual housing contracts and convey contract-related issues to the residents and chapter.
- C. Assist the House Corporation in filling all vacancies in the house (according to University and chapter policy).
- D. Coordinate the room assignment process and administer changes (through the use of appropriate paperwork) within 24 hours.
- E. Complete roster verification/no-show reports during each semester
- F. In coordination with the House Corporation, notify and/or communication changes (mid-year move-ins/contract releases) throughout the year.

VI. Facilities and Operations

I understand that CMs play an important role in the management and operation of the house and that my CM responsibilities include:

- A. Educating residents about maintenance and housekeeping roles and resident responsibilities, including the use of School Dude to submit work orders.
- B. Reporting facility concerns through School Dude requests and following emergency duty procedures.

- C. Educating residents about safety and security issues in and around the residential communities.
- D. Educating residents on proper use and function of keys and card access systems.
- E. Reporting emergency situations and enacting emergency procedures when necessary.
- F. Building relationships with and supporting Maintenance and Housekeeping staff efforts to provide safe, secure, sanitary, and attractive facilities.
- G. Assisting in the effort to control damage and theft, posting damage notices, following up on complaints, etc.
- H. Completing check-in and check-out procedures and, in coordination with my supervisor, helping to facilitate room changes in a timely manner.
- I. Ensuring accurate and thorough Room Condition Reports are completed.
- J. Completing fire, health, and safety inspections.
- K. Not participating in any vandalism/theft which involves, or is associated with the campus community.
- L. Demonstrating concern for the environment by respecting property, picking up trash, and actively supporting recycling efforts.
- M. Coordinate facilities enhancement projects for chapter-initiated improvements to the structure, grounds and furnishings of the building. Possess knowledge of the facilities enhancement procedures.
- N. Maintain an inventory of furnishings provided by Housing & Residential Education and the organization in student rooms and common areas.

VII. Duty

- A. Weekday duty shifts (Monday-Thursday) begin at 5:00pm and continue until 8:00am the following morning.
 - i. I may be outside of the Greek Village between 5:00pm and 8:00pm, but only to eat at the closest on-campus dining hall facility.
 - ii. At 8:00pm, I understand that I must be in Greek Village until the conclusion of my duty shift.
 - iii. I understand that I cannot be in class during duty shifts.
 - iv. I must carry the duty phone and respond to any duty call within 10 minutes.
 - v. I understand that as part of weekday duty, I must complete the following rounds as outlined by my supervisor: 8:00pm and 11:00pm. I may also be required to complete additional rounds if needed or instructed by a supervisor or professional staff member.
- B. Weekend duty shifts (Friday at 5:00pm – Monday at 8:00am) are 24-hours/day.
 - i. During weekend duty shifts, I must remain on-campus for my entire duty shift. From 8:00am to 5:00pm I am able to visit the following areas: the library, Marshall Student Center, Campus Recreation, and on-campus dining facilities.
 - ii. At 5:00pm, I understand that I must be in Greek Village until the following morning or the conclusion of my duty shift.
 - iii. I understand I cannot be in class during duty shifts.
 - iv. I must carry the duty phone and be able to respond to any duty call within 10 minutes.
 - v. I understand that as part of weekend duty, I must complete the following rounds daily as outlined by supervisor: 8:00pm and 11:00pm. I may also be required to complete additional rounds if needed or instructed by a supervisor or professional staff member.
- C. I understand that duty rounds serve to assess and respond to community safety, security, and behavioral concerns. Rounds are also important for staff visibility and resident interaction.
- D. I am to be available to residents in my house and in the Greek Village community as well as to assist the Housing and Residential Education Department as CM on duty.

- E. I understand that duty responsibilities rotate among staff according to Greek Village needs. Additionally, weekday and weekend duty shifts may vary based on community and supervisor expectations. CMs should take into consideration their obligation to fulfill duty shifts on weekdays and weekends, in accordance with the duty expectations of your community, when scheduling classes or outside commitments. CMs should communicate any scheduling concerns to their supervisor as soon as possible.
- F. I understand that, as CM, I am expected to follow emergency protocol and procedures.
 - i. Failure to follow emergency protocol or report violations of community standards, housing policies or the Student Code of Conduct that I become aware of may result in progressive discipline, up to and including termination.
- G. I understand that I am to communicate with my supervisor, in advance, if I am unable to fulfill a duty shift.
 - i. Failure to report for a duty shift may result in progressive discipline, up to and including termination.
- H. I understand that as a CM I am required to report any violations of campus, local, state, and federal laws and mandates. I must also adhere to the requirements expected of me with the Child Abuse and Neglect statute, Title IX, and the Violence Against Women Act (VAWA).
- I. Leaving campus while on duty is strictly prohibited and may result in termination.
- J. I understand that I am not to use the duty phone to make personal cellular calls or text messages.

VIII. Holidays/Breaks/Closings

I understand that I share responsibility for staff coverage during break periods when residence halls and Greek Village are open (e.g., Thanksgiving, Spring Break).

- A. I understand that Greek Village is open year-round and all vacation/travel plans, including those for university holidays and breaks, must be approved in advance by my supervisor before making reservations. If I depart from the residence hall prior to completion of my duties and before being officially released by my supervisor, I understand this may lead to disciplinary action up to and including termination.
- B. I may not leave before **12:00pm on Tuesday May 15th, 2018** at the end of spring semester, and until all my closing responsibilities are complete and/or I am excused by my supervisor.
- C. Housing & Residential Education operates several 12-month residence halls, including Greek Village. As an employee of Housing & Residential Education, I may be asked to serve in an on-duty capacity during University holidays and break periods (for example, winter break), whether or not I am officially assigned to a 12-month hall.
 - i. When serving on-duty during break periods, I will adhere to the specific policies and procedures for break duty as outlined by a supervisor and the Department of Housing & Residential Education.

IX. Alcohol and Other Drugs

As a Community Manager, I understand that illegal and/or irresponsible behaviors that include the use of alcohol or other drugs on or off campus may affect my CM status and lead to termination. Here is a sample list of expectations that will, if violated, result in termination from my CM position:

- A. All CMs in regard to Alcohol and Drugs:
 - i. I will not consume alcohol while on duty or performing other duties in relation to my CM position.
 - ii. I will not possess/use/produce false identification.
 - iii. I will not purchase or supply alcohol for persons under 21.
 - iv. I will not consume alcohol with underage staff members or students.

- v. I will not possess/use illegal drugs.
- B. Underage CMs
 - i. I will not possess/consume/distribute alcohol per state law.
- C. CMs over 21
 - i. I will not accompany any underage staff members or students to a bar or party and consume alcohol.
 - ii. I will not consume alcohol and then attempt to handle crisis situations. Instead, I will contact another CM to confront the situation if necessary.
 - iii. I will not purchase or supply alcohol for persons under 21.
 - iv. If after consuming alcohol outside of my room and/or off-campus, I will go straight to my room and limit my interactions with others to an absolute minimum upon returning to my hall.
 - v. I will notify my supervisor if I have consumed alcohol and am not able to respond to an emergency situation when asked.
 - vi. I will exercise responsible drinking as a CM, and know that I am always a role model and mentor.

X. Keys and Access

- A. I understand that the misuse or misplacing of master keys, USF ID cards, and any work-related keys, access, and Housing-issued identification may result in progressive discipline, up to and including termination from the CM position.
- B. As part of my responsibilities, I agree to the terms listed in the KeyTrak Student Staff Agreement outlined below and understand that I am responsible for knowing the policies and procedures for using KeyTrak.
 - i. Keys are to be accessed only when necessary. Student staff should only access keys deemed necessary by their position and supervisor. Failure to follow procedures regarding key access may result in documentation, probation, termination, criminal charges, and/or referral to the Office of Student Rights and Responsibilities.
 - ii. Student Staff access to keys is limited to:
 - a. Resident lock outs, given that the CM has consulted with the desk staff to verify the identity of the resident and that the temporary key is unavailable.
 - b. Access to emergency facilities equipment.
 - c. Mailroom Keys, Programming Spaces, Area Offices, etc.
 - d. Other uses only as directed by a Senior Staff member.
 - iii. Student staff are not to enter a resident's room without that resident or a professional staff member present, unless directed to do so by a professional staff member. Any violation of this policy may result in immediate termination.
 - iv. Keys should only be taken out when necessary and returned immediately after use. Lost keys may result in progressive discipline, up to and including termination, and/or referral to the Office of Student Rights and Responsibilities. The student staff member may also be responsible for cost associated with the lost key(s).
 - v. KeyTrak lanyards must be worn around the neck at all times.

XI. Additional Policies

- A. I recognize that the CM position is security-sensitive and therefore requires successful completion of a background check prior to being hired.

- B. I will follow University policy in regards to identification card use and will not give my identification card to others.
- C. I authorize and consent to the release of my records which shall include my GPA, confirmation of enrollment, and conduct status at the University of South Florida for the purpose of verifying my qualifications for a Community Manager (FERPA/Buckley Waiver).
- D. I understand that I am responsible for information to which I have access. This may involve establishing office policies regarding security access to paper documents, computerized files, keeping printouts in locked cabinets (i.e. RCRs, Rosters, etc.), periodically updating passwords, and ensuring that computer terminals are properly signed-off when not in use. I understand that I am responsible for protecting access passwords and complying with password management practices.
- E. I understand that as a staff member of Housing & Residential Education, I will have to perform specific duties with emergencies (i.e. weather-related, psychological, physical, etc.). I will follow all procedures outlined by Housing & Residential Education and/or my supervisor, and communicate with my supervisor if I am unable to fulfill emergency responsibilities.
- F. I will appropriately communicate emergency procedures and protocol to my community.
- G. I will be on time and fully participate in weekly staff meetings. I will also meet the deadlines prescribed by my supervisor.
- H. I will not speak to any media/communication outlet as a representative of the University or Housing & Residential Education.
- I. I will not misuse any Housing & Residential Education or hall council funds.
- J. I will not accept personal gifts or donations. This includes, but is not limited to, accepting or taking items from students during closing.
- K. I will comply with all reasonable work related requests of my supervisor.
- L. I will follow the additional expectations asked of me by my supervisor.
- M. I agree to follow all established protocols and expectations.
- N. I understand that this agreement, or any part of this agreement, is subject to change at any time during my term.

XII. Personal Conflicts of Interest

Introduction

The University of South Florida, Housing & Residential Education's mission is to promote the personal and academic development of students. To carry out this mission, all relationships between students and staff should be guided by the principles of professionalism, integrity, mutual trust and respect. Any relationship that calls these principles into question jeopardizes the ability of the University and our department to effectively carry out our mission and maintain public trust.

Statement of Consensual Relationship Policy

It is a violation of the Community Manager Agreement for any CM employee to engage in an amorous, dating or sexual relationship with a student/resident or another employee when one of the individuals involved has direct professional influence or is in a position to exercise authority over the other in any way.

A member of Housing & Residential Education is considered to have direct professional power or be in a position to exercise authority over another individual when he or she is in the position to do any of the following (these are examples, but this list is not necessarily exhaustive):

- Supervise a student or staff member in any capacity, including evaluating work performance and having the ability to hire or provide disciplinary sanctions to, including terminating, an employee.
- Influence a student's employment, graduate assistantship, housing, or any other university activity.
- Advise students on academic and personal issues.
- Document a member of the University community for alleged violations of the Code of Conduct.
- Have access to rooms and apartments through master keys.

Consensual relationships existing between individuals—neither of whom has direct professional influence or is in a position to exercise authority over the other in any way—are not prohibited by this policy.

Consensual relationships that may exist prior to establishing a direct authority relationship or that exist after establishing a direct authority relationship both require disclosure. A self-report must be made to the supervisor, who may be required to divulge the relationship to their supervisor. Once the Housing & Residential Education administration learns of a romantic or sexual relationship, whether through self-reporting or otherwise, it will take immediate steps to eliminate the power or authority of the one individual over the other. This may be accomplished by reassigning duties or responsibilities or requiring withdrawal from a committee or moving one of the persons involved to another building. Both parties are equally responsible for reporting the existence of the relationship to the appropriate supervisor as soon as a direct authority relationship exists. If the individuals involved fail to comply with this policy, or if the relationship is not self-reported, this may result in progressive discipline, up to and including termination from the CM position. If you are unsure as to whether any potential conflict exists, consult with your supervisor immediately.

Please refer to USF System Policy Number 1-022, Consensual Relationship Policy. Online location:

<http://regulationspolicies.usf.edu/policies-and-procedures/pdfs/policy-1-022.pdf>

XIII. CM Reappointment

I understand that this appointment is a year-long appointment for the 2017-2018 academic year, that I must apply for reappointment, and that reappointment is not guaranteed. Reappointment decisions are made by supervisors in consultation with the Director of Residential Life & Education.

XIV. Hall/Room Assignment

I understand that Housing & Residential Education assigns me to a residence hall based on departmental needs and that, in rare cases, reassignment may be necessary. I understand that I will be assigned a rent-free room which I agree to live in as a condition of my employment. In the event that I resign or am terminated from my position, I must follow all departmental policies and procedures regarding my student housing contract in regards to room changes or contract cancellations as outlined in the USF Housing Contract Terms, Conditions, and Responsibilities.

I will be provided with a \$2000 stipend that will be allocated bi-weekly throughout my employment contract period:

August 2, 2017 to May 15, 2018.

XV. Termination

- A. I understand that I may be terminated from my position by Housing & Residential Education for unsatisfactory performance or breach of contract/agreement. I understand that I must vacate my assigned CM room no later than 72 hours after my date of termination or resignation. Housing & Residential Education does not have to provide me housing in the event of resignation or termination.

- B. In case of employment termination, I have the right to appeal the termination decision in writing to the Director of Residential Life & Education. A written appeal is due to the Director no later than five (5) business days from the date of termination.
- C. If, after accepting this appointment, I elect not to assume my duties or find that I am not able to perform the duties, it is my responsibility to immediately notify my supervisor, in writing, that I am resigning from my Community Manager position. By resigning from my CM position, I understand that I am also forfeiting a space in the residence halls for the 2017-2018 academic year. If space is available, I will be responsible for applying for and signing a 2017-2018 Housing Contract if I choose to remain on campus.
- D. I understand this agreement is only valid in conjunction with the signing of a USF Housing Contract. I understand that this agreement is subject to the availability of funds and may be canceled if funds are not available or if the residence hall(s) or a part thereof is closed.

I understand and agree to the expectations listed above. I also understand that I can access the 2017-2018 Community Manager Agreement by visiting the Greek Village website or by contacting the Greek Village Residence Life Coordinator.

Community Manager Printed Name

Supervisor Printed Name

Community Manager Signature

Supervisor Signature

Date

Date