

## **Apartment Liaison job description**

This position is eligible for work-study if available.

Off-Campus Living empowers students to build connections on and off campus and live with intent. The Apartment Liaisons strengthen community wellness in the University area neighborhoods by:

- Developing students as informed, active, and respectful citizens;
- Connecting leaders and cultivating healthy relationships;
- Supporting community initiatives addressing neighborhood issues as well as the needs of students who live off campus, near or far.

The Apartment Liaison is a student staff member who supports students (with a focus on second and first year students in particular) living in off campus properties partnering with the university. The Liaison also connects OCL with apartment managers at other complexes near campus to share Office for Student Affairs and University resources with apartment staff. They provide university resource information and help create socially involved and engaged communities off campus to increase students' sense of belonging to the campus.

### **Job Responsibilities**

- provide community engagement and support to first and second year or other students living in assigned building(s);
- be visibly available to answer questions and provide university resource information directly to students for several hours each week. Initiate partnerships with campus resources to create opportunities for students;
- plan approximately three social events each semester for the community based on student input;
- ensure students are aware of campus student organizations and engagement opportunities;
- maintain various messaging initiatives within residential community including; communicating with building staff about possible bulletin boards in common areas, e-mails, newsletters, etc. where applicable;
- engage with residents virtually in university, departmental, building, and community wide social media initiatives such as monthly e-newsletters, Facebook groups, social media posts on FB, Twitter, Instagram, office YouTube videos, etc.;
- conduct outreach to property managers and be a liaison to a variety of apartment complexes and property managers on behalf of the department as needed and ensure apartment staff are aware of OSA and University resources;
- serve as support staff for various initiatives (i.e. Apartment Outreach, Off-Campus Housing Fair, Como Cookout, Pack & Give Back, etc.). Tasks may include tabling, marketing, planning, coordination of event details, etc.;
- work collaboratively and maintain communication with staff from Off Campus Living, SYE Program, and respective building managers;
- work collaboratively with Boynton Health Advocate(s) in assigned building(s);
- maintain friendly professional relationships with students within the building;
- be an ambassador of the University of Minnesota on behalf of Off-Campus Living; and
- other duties as assigned.

Duties may be adjusted to remote work if the University mandates a modality change during the year.

**Expectations:** Liaisons will participate in training at the start of each semester in Off-Campus Living and attend staff meetings every week throughout the semester (day/time to be determined). Additional staff development opportunities will be available through the semester. Hired staff should make themselves available to attend the training and professional development sessions each semester.

Able to work effectively, positively, and in support of all populations including those outlined in the University of Minnesota's Equal Opportunity Statement (race, color, creed, religion, national origin, gender, age, marital status, disability, public assistance status, veteran status, sexual orientation, gender identity, or gender expression).

**Time Commitment:** Liaisons are expected to do on average 10 hours of work per week (average week to include 3 hours direct contact with student renters during local office hours, 1 hour mandatory staff meeting, 30 min supervisory meeting, 1 hour event planning/implementation, 2 hours outreach to local apartment staff, 2 hours project work) with additional hours as needed for connecting with community organizations related to staff focus areas and staff development throughout the semester.

**Compensation:** A salary of \$13.00 per hour (increasing to \$15/hour on Sept. 26) during the academic year with the possibility of summer employment. Liaisons will also have monies available to support event planning for each semester.

**Minimum requirements:**

- reliable, energetic person with flexible time in schedule and ability to embrace ambiguity;
- excellent written and verbal communication skills;
- undergraduate or graduate and professional student status required (minimum credit loads apply);
- familiarity with social media strategies;
- sincere interest in improving students' sense of belonging;
- ability to work independently and within a team; and
- one semester of leadership experience preferred (i.e. Neighborhood Liaison, Renter Ed Liaison, Community Advisor, Office Assistant, Health Advocate, Student Organization leadership, etc.).

If you are a self-starter with the ability to think on your feet, highly motivated, pay attention to detail, and demonstrate resiliency in tough situations, you are a good fit for this position.

**Deadline:** Hiring for fall 2022- spring 2023 currently. One position available. Positions are open until filled, application review in process.

**Supervision:** Position reports to Liaison Advisor and Kendre Turonie, Program Director for Off-Campus Living.

**Office location:** 17 Appleby Hall, 128 Pleasant St SE, Minneapolis, MN 55455

**HOW TO APPLY:**

**Individuals interested in the position should submit a cover letter along with a resume directly to the student employment system online when posted. Please include in the cover letter your perceptions of current concerns and issues facing student renters in nearby apartment complexes in the neighborhoods and any solutions or ideas you have for these issues.**

Any questions can be directed to Kendre Turonie, Program Director for Off-Campus Living at 612-625-8939 or [turon001@umn.edu](mailto:turon001@umn.edu).

*\*The employer reserves the right to change or add duties to this position as long as the changes and/or additions are consistent with the job classification.*

## **OPPORTUNITIES FOR SKILL DEVELOPMENT:**

Students participate in experiences outside the classroom which allow them to develop and demonstrate life skills. These skills and characteristics for success and citizenship are learned and refined during their college years and beyond. The Office for Student Affairs has developed seven “Student Development Outcomes” that Student Life has incorporated into the student leadership positions in the division. Here is a listing of the Student Development Outcomes with some examples of how you can learn or further develop your own skills set.

### **RESPONSIBILITY/ACCOUNTABILITY**

- Actively supports policies in daily job and confronts policy violations
- Attends and contributes to all scheduled meetings and skill building sessions suggesting future agenda items and topics
- Takes on a leadership role among co-workers and is comfortable training in new employees and volunteers
- Arrives on time for all scheduled shifts
- Acknowledges when mistakes occur and knows when supervisor should be alerted

### **INDEPENDENCE/INTERDEPENDENCE**

- Able to share new ideas and initiatives with supervisor and co-workers that will improve work area
- Works without supervision and is the point person for co-workers when there is an issue
- Able to manage time to complete special projects and tasks assigned
- Seeks instruction or clarification from supervisor when unclear of tasks, procedures or how to correct errors
- Communicates effectively with supervisors; keeps supervisor informed and uses good judgment on when to defer questions, complaints, and issues
- Works effectively with co-workers in teams and independently

### **GOAL ORIENTATION**

- Takes on additional tasks and duties without any direction from supervisor
- Anticipates alternative ways to finish tasks in a more efficient manner
- Can prioritize tasks by importance and time constraints
- Makes progress and improvements in job performance as experience grows
- Responds well to goals and training set by supervisor as needed

### **SELF-AWARENESS**

- Assess own weaknesses and strengths and uses this knowledge to better work performance
- Communicates effectively and professionally in both verbal situations and in a written format
- Can separate the demands of the job and customers from personal concerns and ego

### **RESILIENCE**

- Role model to other employees by meeting expectations regularly and routinely and understands rationale for expectations
- Can handle last minute changes to tasks and can work under time constraints
- Is able to learn from a bad experience and knows how to prevent them from happening in the future
- Accepts instruction/constructive criticism from supervisor
- Able to work through difficulties when they arise

### **APPRECIATION OF DIFFERENCES**

- Role models respectful behavior toward all customers, peers and supervisor and expects same behavior from others
- Willingness to learn from others who have different backgrounds
- Understands differences in customers and peers and treats everyone respectfully
- Tolerant of the values and beliefs of others

### **TOLERANCE OF AMBIGUITY**

- Creates new and challenging initiatives for work area

- Has been cross-trained in areas across the unit and can provide training to peers
- Embraces a task without assurance of success or certainty about the outcome
- Able to undertake a project with little or no direction and seek out information independently of Supervisor
- Employs problem solving skills, uses good judgment, and refers to supervisor when appropriate
- Can embrace a duty or task without a personal need to fully agree or completely understand the reasons of the organization or supervisor