UCLA UNIVERSITY APARTMENTS NORTH

JOB DESCRIPTION FOR APARTMENT COORDINATOR

Mission
The Apartment Coordinator Program functions as an after-hours extension of the University Apartments North (UAN) Facilities Department, by providing back-up maintenance duties and maintaining positive tenant relations.

General Description
Apartment Coordinators (ACs) will work part-time to respond to the after-hours needs of the UAN student community. The primary area of responsibility is to ensure the safety and security of the apartment complexes, as well as act as a resource for residents after hours and on weekends. ACs will ensure safety and security of the property by performing property inspections and participating in the after-hours maintenance program. Responsibilities include responding immediately to emergency situations. Also, ACs will maintain close contact with all residents, serving as mediators when necessary.

Qualifications
* Full-time* UCLA upper class or graduate** students in good standing. This position is paid at 44% if hired as a student. If an AC holds another position and is paid for another position on campus (TA, etc.), the AC is considered on Dual Status.
* Undergraduate students may work no more than 49% time/graduate students may work no more than 75% time for ALL positions combined.
* Required for Weyburn Terrace Graduate/Faculty Housing.

* Must possess excellent communication skills in order to interact effectively and diplomatically with students, staff, co-workers of various social, cultural, and economic backgrounds.
* Student must be eligible to work in the United States.
* Able to work effectively and cooperatively as part of a team.
* Able to maintain confidentiality, comprehend and explain detailed documents.
* Maintain professionalism in difficult or emergency situations.
* Outside employment/activities should not interfere with the duties of this position.
* Continued employment contingent upon satisfactory background investigation and performance.
* Able to perform duties outlined and remain flexible to accommodate any alteration.
* Able to perform hands-on building maintenance functions.
* Must have customer service experience.
* Must not hold WHRA positions (Note: For WT/Graduate ACs only.).
* Must possess strong organizational skills in order to balance school with AC work demands.
* Must have the ability to respond on demand and maintain flexibility in scheduling.
* Previous UCLA group living experience preferred.
* Must have and maintain a valid California Driver’s License. Position is subject to the
California DMV’s “Pull Notice System” and continued employment is contingent upon proof of a satisfactory driving record.

* Must be flexible in traveling to and from the various complexes, to and from the various University Apartments offices, as well as to and from a variety of meetings held on campus.
* A 2.50 GPA at the time of application. Please note that your grade point average is verified.

**Primary Functions**

**On-Call Duty**

Participate in weekday after-hours (4:30PM–7:30AM), weekend (24 hours), and holiday emergency service program for one entire week, approximately eight weeks per year with co-ACs. During this time, the **primary duty ACs must be available for emergency dispatch.** When out of the apartment and on duty, **duty phone must be worn** and **response time must be limited to fifteen travel minutes** (ACs are provided with duty phone equipment). **Desk duty AC manages after-hours and weekend front desk,** approximately four hours per week. After 12:00 a.m., the **secondary duty AC must be in his/her room,** and will answer any calls that come in from the emergency service line until 7:30 a.m. the next morning.

**Maintenance Duty**

1. Willingness and ability to respond to emergency/maintenance needs at any UCLA University Apartments North complex/housing:

<table>
<thead>
<tr>
<th>Undergraduate Residences</th>
<th>Graduate Residences</th>
</tr>
</thead>
<tbody>
<tr>
<td>456 Landfair Ave (Westwood Chateau)</td>
<td>720/824 Hilgard Ave</td>
</tr>
<tr>
<td>510 Landfair Ave (Landfair Vista)</td>
<td>Weyburn Terrace Aloe Court</td>
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<tr>
<td>625 Landfair Ave</td>
<td>Weyburn Terrace Commons</td>
</tr>
<tr>
<td>555 Glenrock Ave (Glenrock West)</td>
<td>Weyburn Terrace Cypress Court</td>
</tr>
<tr>
<td>558 Glenrock Ave</td>
<td>Weyburn Terrace Jacaranda Court</td>
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<tr>
<td>885 Levering Ave (Margan)</td>
<td>Weyburn Terrace Magnolia Court</td>
</tr>
<tr>
<td>475 Gayley Ave (Westwood Palm)</td>
<td>Weyburn Terrace Olive Court</td>
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<tr>
<td>565 Gayley Ave (Gayley Towers)</td>
<td>Weyburn Terrace Palm Court</td>
</tr>
<tr>
<td>715 Gayley Ave (Faculty Gayley)</td>
<td>Weyburn Terrace Paseo</td>
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<tr>
<td><strong>Faculty Residences</strong></td>
<td>Weyburn Terrace Sycamore Court</td>
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<tr>
<td>827 Levering Ave (Faculty Levering)</td>
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<tr>
<td>919/923 Levering Ave (Village Terrace)</td>
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<tr>
<td>Weyburn/Tiverton Faculty Residences</td>
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<tr>
<td>10724 Wilshire Boulevard (Park Wilshire)</td>
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<tr>
<td>Kneller/ Kinnard Faculty Residences</td>
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<td>1334 16th St</td>
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<tr>
<td>10968 Wilkins Ave</td>
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</table>

2. Screening and trouble-shooting emergency/maintenance requests.
   - **This does constitute ACTUALLY going out to the site.**

3. Responding to lock-out requests/noise complaints.
4. Responding to emergencies and coordinating service repairs and/or Police and Fire
Department efforts.
5. Assisting maintenance personnel as necessary or as requested by AC Supervisor or Administration.
6. Coordinating all overnight information and paperwork and ensuring its timely deliverance to Maintenance and/or Administration by 7:30 a.m. the next business day.
7. Delivering maintenance and administrative correspondence to tenants by 8:00 p.m. Monday-Friday.
8. Assist in custodial maintenance of common grounds where hazardous/unsanitary conditions may exist.
9. Communicate and work cooperatively with the University Apartments Maintenance Department.

**Apartment Coordinator Responsibilities**
Include but are not limited to the following:
* Maintain open and regular communication with AC Supervisor/AC Assistant Supervisors.
* Carry out after-hours on-call coverage (see on-call duty).
* Help in maintaining a good working relationship with all ACs and promoting team spirit and staff morale.
* Serve as customer service relations staff by providing assistance to any and all tenants’ concerns.
* Strictly follow AC guidelines per the AC Manual and carry out all duties outlined therein.
* Perform after-hours maintenance/custodial tasks as required. (e.g. cleaning up glass, vomit or any health/safety problems).
* Conduct rounds of the building twice a week (Wednesday and Friday or Saturday).
* Inspect/test all safety devices (smoke detectors, fire extinguishers, and emergency lights) while on rounds and communicate faulty devices to maintenance.
* Prepare reports as requested and promptly respond to administrative requests for information.
* Mediate and/or communicate tenant concerns to management in a timely manner.
* Organize a minimum of two community events per quarter.
* Attend weekly staff meetings, meetings with AC Supervisor/AC Assistant Supervisors, and training sessions during the academic year.
* Be available to meet and escort all university contractors to problem sites when entrance to University Apartment(s) is/are needed and remain with them until job is complete.
* Deliver mailings to tenants as required by the office. When on call, mail must be delivered by 8 p.m.
* Check personal AC mailbox once a week and email daily or when requested by the AC Supervisor/AC Assistant Supervisors.
* Notify the office and AC Supervisor/AC Assistant Supervisors of any coverage changes. All coverage changes must be approved in advance by the AC Supervisor/AC Assistant Supervisors.
* Share the coverage of all holidays, breaks, and vacations equitably with AC staff members.
* Participate in the returning resident sign-up process in the spring.
* Help in the check-in and check-out of UA tenants at the beginning and end of the academic year.
* Assist in mediating routine tenant conflicts and prompt referral to the rental office.
* Make apartment available for viewing by prospective tenants.
* Serve as a potential referral source to campus academic counseling or other support units.
* Perform additional tasks as assigned by the AC Supervisor/AC Assistant Supervisors and/or Support Services Manager in support of the University Apartments mission statement.

**Time Off Policy**
ACs are expected to arrange their on-call duty time and building duty in coordination and cooperation with their co-working ACs and AC Supervisor/AC Assistant Supervisors so that free time is made available to each AC as necessary. ACs must be willing to cover duty responsibilities whenever possible in the authorized absence of another AC.

Regularly scheduled days off, holiday, and vacation time are not available.

One staff meeting off per quarter year may be arranged with permission from AC Supervisor/AC Assistant Supervisors. In the event that more than one person requests time off for the same meeting, the first requestor will have priority. At any given time, no more than eight ACs can be off. Additional time off may be available with permission from the AC Supervisor/AC Assistant Supervisors. Holiday duty will be distributed among all ACs – REMEMBER, THIS JOB IS IN NO WAY RELATED TO THE ACADEMIC CALENDAR (e.g. school breaks are not AC breaks).

All requests for time off should be submitted in writing to the AC Supervisor/AC Assistant Supervisors at least one week in advance of the proposed date(s). Each AC is eligible for approximately 20 days off per year, outside a 50-mile radius of UAN. These days cannot be used in one consecutive block. Time off is only approved once the AC Supervisor/AC Assistant Supervisors’ signature has been obtained.

**Training**
Apartment Coordinator training will be held June 19 - June 23, 2017. All new/returning staff members MUST attend the training, which will last for approximately 5 days. Each training day will last the majority of the day, roughly from approximately 9:30 a.m. to 6:30 p.m.

The AC position officially begins July 1, 2017 and ends June 30, 2018.

**Compensation**
- Apartment Coordinators shall be classified in the payroll title of Resident Assistant (4126), and shall be compensated at a rate of 44% of the gross monthly salary, less a perquisite of $340.00 less taxes for a single applicant. For a student and spouse or registered domestic partner team, the compensation shall be at a rate of 22% per team member.
- Housing accommodations provided will be a studio or 1 bedroom apartment based on the
building assigned. North Complexes ACs may not opt to have a roommate and one automobile parking space is included. Weyburn Terrace ACs may not opt to have a roommate and one automobile parking space is available through Parking Services at prevailing rate, paid upfront quarterly.

- Basic telephone service, apartment gas & electricity will be paid according to reimbursement schedule and current guidelines.
- AC perquisite and compensation will be reviewed annually per auditing requirements.
- This is a part-time position. Hours worked will vary per week but shall not exceed 44% or 18 hours on average per week, per month.
- This position will never exceed 40 hours per week and is not eligible for overtime pay.
- The Apartment Coordinators will be compensated for up to 40 training hours generally during the third week in June, which is prior to the official start date of July 1. In addition, there may be refresher training in January for which ACs will be compensated for up to 4-5 hours.

APPLICATION DUE:

February 24, 2017 - 5PM

UAN Rental Office
11020 Weyburn Drive
Los Angeles, CA 90024

Positions open until filled. If you are invited to interview you will be contacted by phone or email. Should you have questions, please email uan-ac@ha.ucla.edu. Please do not call for status.