



## **Apartment Assistant Position Description 2025-2026**

University of Delaware  
Residence Life & Housing  
*Updated November 8, 2024*

### **STATEMENT OF PURPOSE**

Reporting directly to the Residence Hall Coordinator (RHC), Apartment Assistants (AA) serve under a general charge of supporting the administrative function of University Courtyard Apartments (UCA) and will primarily work to maintain a safe and secure environment for resident students, respond to student and facility needs after hours, develop a sense of community and belonging, and complete associated administrative responsibilities including distributing and organizing mail and packages, answering office phones, responding to questions, and other administrative duties as assigned. This is a live-in position, and AAs are required to reside in their assigned room. This position requires work during breaks and holidays.

AAs are members of the University of Delaware and reflect institutional standards. As such, AAs must abide by all university policies, state, federal, and local laws both on and off campus throughout the duration of their appointment. AAs are expected to never engage in activities on or off campus that jeopardize their credibility as staff members or activities that make the University legally vulnerable.

### **Primary Responsibilities**

- Participate in the duty rotation for UCA, both weekends and weekdays. Standard duty hours are from 7:00 p.m. to 7:00 a.m. These hours include office coverage as well as being available in the building. AAs should also utilize this time to interact with community members throughout the building/area.
  - On historically active weekend days that require additional staff availability, staff will be scheduled for daytime and/or 24 hour on call shifts.
- AAs are expected to staff the Clubhouse office performing a variety of functions included, but not limited to mail and package delivery, key/fob/resource distribution, and be a resource to students in need of assistance. This work will be a minimum of 7 hours per week within the working hours of the Clubhouse and may include weekend days.



- Inform students about Residence Hall Regulations and Code of Conduct policies. Confront students who violate policies. Follow up with students and the Residence Hall Coordinator as necessary.
- Read and be familiar with all matters in the Student Guide to University Policies.
- Inform and update the Residence Hall Coordinator and other professional staff as appropriate of any important floor/building occurrences and of students with possible emotional, physical and/or mental health concerns.
- Carry out responsibilities and maintain composure in emergency and other crisis situations.
- Respond to and manage crises, including emergencies, and provide support to residents, coordinating with professional staff and emergency services as needed.
- Serve as a mandatory reporter under Title IX guidelines and ensure compliance with all relevant laws and regulations.
- Enforce university and residential life policies, addressing violations in a fair and consistent manner, and documenting incidents as required.
- Work collaboratively with other AAs, Residence Life staff, and university departments to support community goals and initiatives.
- Engage in self-reflection and seek feedback to continuously improve job performance and leadership skills.

### **Leadership**

- Be accessible to residents at various times throughout the day, including most nights and some weekends.
- Assist students in establishing and maintaining an environment that is conducive to academic success while supporting campus-wide opportunities that promote the development of academic success strategies.
- Be a visible, positive and active community member on the floor, in the building and in the complex.
- Host at least one community wide event each month as a team.
- Discuss and address students' concerns and problems, both individually and in groups. Initiate discussions about individual and group dynamics before issues manifest.



- Foster an inclusive environment and promote diversity awareness, supporting students in developing an understanding of diverse cultures and lifestyles.
- Provide individual support to residents, addressing their concerns, mediating conflicts, and referring them to appropriate campus resources.

### **Administrative Duties**

- Assume duties in opening and closing of residence halls at the beginning and the end of each semester, during fall and spring break periods, and during winter session.
- Prioritize work responsibilities to respond to phone and in-person inquiries.
- Issue and return materials and/or resources in the clubhouse to students in StarRez.
- Provide administrative support to Residence Life & Housing professional staff members.
- Maintain a clean, organized, and appealing workspace, where desks are free of clutter and mail and packages are placed in the correct locations.
- Issue room fobs and mailbox keys to new residents or residents who have had a lock change using StarRez.
- Assist with resident lockouts using spare fobs and/or issuing spare fobs.
- Receive and sign for replacement fobs then secure them in the key box.
- Include promotion of UCA Courtyard Apartments initiatives in transactional interactions with students.
- Assist with check-ins, check-outs, and room changes, ensuring all procedures are followed correctly.
- Perform regular facility checks to identify and report maintenance issues or safety concerns.

### **Mail Distribution Responsibilities:**

- Receive, sort, distribute, and forward all packages from delivery companies (USPS, USP, Amazon, FedEx, etc.).
- Enter package information in the StarRez housing portal such as tracking numbers, descriptions, etc.
- Deliver packages to the designated package lockers.



- Maintain accurate records of all packages, materials, and/or resources distributed and collected during shift.
- Issue packages following all established StarRez protocols.
- Maintain a neat, clean, and organized package room, where packages are placed in the appropriately labeled locations.

### **Training/Time Commitment**

- Attend scheduled training sessions during August and January.
- Attend weekly staff meetings on Wednesdays at 7:30pm-9pm
- Attend Residence Life & Housing training sessions by request.
- Work a minimum of 8 hours per week, may not exceed 28 hours per week (total on campus work hours).
- Available for opening and closing during the fall, winter, and spring term.
- Must be available to work holidays and weekends.

### **Academic Standing**

- Apartment Assistants are expected to maintain a cumulative and semester grade point average of 2.5 or higher
  - A semester GPA below the expectation may result in employment probation or termination
  - A cumulative GPA below the expectation will result in termination.
- Any grade changes from the spring semester prior to employment must be completed by July 1 or the next business day to be eligible for employment in the upcoming academic year.
- The Director of Residential Communities or their designee must approve any exceptions.

### **Conduct Standing**

- Apartment Assistants are expected to remain in good disciplinary standing (i.e. may not have a current conduct sanction, such as a warning or probation).
- Should a report be filed indicating a possible violation of the *Undergraduate Student Housing Contract* and/or *Code of Conduct*, the Apartment Assistant may be placed on interim suspension until the student conduct and employment review processes have concluded.



- Any Code of Conduct infractions will be considered prior to offer of appointment. Any infractions that occurred within twelve months prior to the start of appointment or active sanctions could deem a candidate ineligible.

### **Compensation Package**

- Compensation for AAs includes an apartment fee waiver and a stipend. The stipend for an AA in 2025-2026 is \$2,000.
- If you currently receive financial aid, you should be aware that securing an appointment as an Apartment Assistant may affect your financial aid package. You should contact Student Financial Services to determine the specific impact this position may have on you.
- Stipends increase with each year of service (up to a maximum of 3 years) for staff members that are selected to return to the position.
- AAs are allowed to hold additional on campus employment not to exceed 10 cumulative hours per week.

### **Assignments**

AAs are assigned to University Courtyard Apartments.

### **Notice of Non-Discrimination, Equal Opportunity and Affirmative Action**

The University of Delaware does not discriminate against any person on the basis of race, color, national origin, sex, gender identity or expression, sexual orientation, genetic information, marital status, disability, religion, age, veteran status or any other characteristic protected by applicable law in its employment, educational programs and activities, admissions policies, and scholarship and loan programs as required by Title IX of the Educational Amendments of 1972, the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Title VII of the Civil Rights Act of 1964, and other applicable statutes and University policies. The University of Delaware also prohibits unlawful harassment including sexual harassment and sexual violence.

For inquiries or complaints related to non-discrimination policies, please contact:

Dawn Floyd

Director, Office of Equity and Inclusion & Title IX Coordinator

302-831-8063



[titleixcoordinator@udel.edu](mailto:titleixcoordinator@udel.edu)

For complaints related to Section 504 of the Rehabilitation Act of 1973 and/or the Americans with Disabilities Act, please contact:

Elizabeth Reed