



MAVERICK JOB DESCRIPTION

2011-2012

University House is the coolest place for students to live while obtaining their education at colleges and universities around the United States. Our mission is to:

- ▶ Provide high quality accommodations to make our residents' college experience comfortable and feel like a "home away from home."
- ▶ Provide fun events and activities to give residents a break from studying and help them get to know their neighbors.
- ▶ Provide residents with student-friendly staff who will assist them with questions and get residents connected to their school and community.
- ▶ To create such an INCREDIBLE place to live that residents live at our communities for the rest of their college career!

WHO IS A MAVERICK?

- ▶ MAVERICKS are the go-to people at the UH communities.
- ▶ MAVERICKS are peer leaders who plan and implement fun events and activities each month.
- ▶ MAVERICKS know the residents and get them involved.
- ▶ MAVERICKS answer questions and get residents connected.
- ▶ MAVERICKS work in the leasing office and are the link between professional staff and residents.
- ▶ MAVERICKS create such a cool place to live that residents stay and sign up to live at UH year after year after year!

Under the supervision of the LEAD MAVERICK and the Community Manager, the MAVERICK will fulfill the general requirements and responsibilities of the job identified in the Appointment Agreement and the job description outlined here.



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Community Development: MAVERICKS are responsible for getting to know their residents and helping them to navigate their community. More specifically, MAVERICKS will:

1. Recognize and know the names of all members of their community during the first month of school.
2. Maintain positive relationships with residents and establish a rapport that makes residents feel comfortable in approaching the MAVERICK with ideas, questions and concerns.
3. Respect all members of the community.
4. Be available and accessible to residents.
5. Talk to residents and identify their interests and needs throughout the year.
6. Based on residents' interests, plan and implement fun and creative events and activities.
7. Attend and encourage residents to participate in community events and activities.
8. Serve as a link and liaison between professional staff and residents by informing the LEAD MAVERICK and the Community Manager about residents' who have personal, academic or social concerns.
9. Be an ambassador for the UH community by serving as a role model and leader both within the community and on campus. This may involve attending housing fairs or meeting with campus staff or student organizations to promote living at UH.

Activities & Events: MAVERICKS are responsible for making the community a fun place to live. MAVERICKS help to create a community that supports students' academic and personal success, yet realizes that students need time to relax and to catch a break from their studies. More specifically, MAVERICKS will:

1. Plan, implement and attend a minimum of one (1) activity per month. MAVERICKS can design and implement programs individually or as a team.
2. Of those monthly activities, the MAVERICKS are responsible for having at least one (1) of the following:
 - ◆ Welcome Week Program
 - ◆ Exam Week, Stress-Relief Program
3. As a team, MAVERICKS will plan, implement and attend a minimum of one (1) community service project per semester.
4. Actively invite and encourage residents to participate in events and activities.
5. Seek out and invite non-residents and residents' guests to events and activities.



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6. Design and distribute a monthly community newsletter that keeps residents informed of UH programs and administrative processes and deadlines as well as campus events.

Resource: MAVERICKS serve as a peer resource and role model for residents. They are the critical link between residents and the professional staff. UH realizes that students are under a great deal of stress to succeed academically, to work part or full-time while obtaining their education, and to determine their future career path. MAVERICKS are available to assist residents who have questions, concerns or need assistance in managing their priorities and pressures. Specifically, MAVERICKS will:

1. Provide residents with basic information regarding the UH community, campus, and city resources
2. Identify and provide resource information to residents with personal, academic and social concerns.
3. Inform professional staff about students who are having personal, academic or social concerns.
4. Refer residents who are having academic, personal, or social difficulties to the Community Manager to provide them with more in-depth assistance.
5. Maintain strict confidentiality regarding residents' needs and issues.
6. Adhere to the college/university code of conduct and federal, state, and local laws.
7. Adhere to community policies and procedures.

Administrative Duties: MAVERICKS are responsible for working in the leasing office and on campus and assisting professional staff with administrative tasks. By being available in the office, MAVERICKS will interact with residents and staff and always be connected to the most up-to-date information about the community. Specifically, MAVERICKS will:

1. Work in the community office weekly. Specific schedules and number of hours will be determined by the LEAD MAVERICK in conjunction with the Assistant Community Manager and/or the Community Manager.
2. Answer phones. Specific duties include providing the Leasing Office hours, apartment availability, directions to the community, and general questions about the community. Specific leasing questions will be referred to a trained Leasing Consultant.
3. Assist with filing resident paperwork.
4. Utilize Yardi to answer resident questions.
5. Assist Leasing Staff with on-campus initiatives.
6. Perform lock-outs during office hours.



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7. Log in packages and distribute package notices.
8. Manage service request orders by completing service requests, logging them into Yardi, and closing them out when the work is completed.
9. Assist with copies and faxes.
10. Report problems with facilities or damages and cooperate with maintenance staff in achieving a high quality physical environment within the community.
11. To develop programs, publicity and community newsletters.
12. To collate and prepare move-in, move-out packets, gift bags, etc.
13. Submit reports and paperwork as required by the LEAD MAVERICK, the Community Manager and/or the Assistant Community Manager.
14. Be knowledgeable about Emergency Preparedness procedures.
15. Demonstrate exceptional, student and parent-centered, positive and enthusiastic customer service.
16. Attend weekly MAVERICK Staff Meetings with the time and day being determined with the MAVERICK team and the LEAD MAVERICK.
17. Manage miscellaneous duties as assigned by the LEAD MAVERICK, the Community Manager and/or the Assistant Community Manager.

Communication Liaison: MAVERICKS serve as the communication link between students and professional staff. Specifically, MAVERICKS will:

1. Promote positive working relationships and open communication between community professional staff and residents with regard to activities, operational issues, resident concerns, and mutual goals.
2. Relay information about community administrative procedures and activities to residents.
3. Maintain strict confidentiality of staff and resident issues, situations, and information.
4. Inform the Community Manager and/or LEAD MAVERICK of actual and potential problems within the community.



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SKILLS

- MAVERICKS have a positive attitude and are enthusiastic, energetic, personable, and helpful.
- MAVERICKS must have excellent verbal and written communication skills.
- MAVERICKS must have strong organizational, time management and project management skills.
- MAVERICKS are creative.
- MAVERICKS have strong leadership skills and take initiative.
- MAVERICKS are open-minded and able to consider multiple perspectives.
- MAVERICKS are adaptable and flexible to new situations and people.
- MAVERICKS have experience and interest in planning and implementing fun activities and events for residents.
- MAVERICKS are knowledgeable about the University and local resources.
- MAVERICKS are able to solve practical problems.
- MAVERICKS have the ability to deal with residents in an empathetic, professional manner.
- MAVERICKS have strong customer service skills and the ability to relate easily to students, parents, university and apartment staff.
- MAVERICKS are able to maintain composure and handle crisis or emergency situations by contacting the appropriate authorities.
- MAVERICKS must be effective team players and interact well with others.
- MAVERICKS must be patient, even-tempered and work well under pressure.
- MAVERICKS must be able to maintain confidentiality.
- MAVERICKS must be able to follow directions and accept feedback from a supervisor.

EDUCATIONAL AND EXPERIENCE REQUIREMENTS

- MAVERICKS are required to be enrolled in the appropriate college or University.
- MAVERICKS are required to have attended the appropriate college or University for a minimum of one semester prior to applying for the MAVERICK position.
- MAVERICKS must be knowledgeable in Microsoft Office applications and be skilled with using internet resources.



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SCHEDULING REQUIREMENTS

1. **All Mavericks are expected to attend training during Summer 2010. (Individual training sessions will be scheduled at each property.)**
2. MAVERICKS are expected to arrive to campus early to assist with move-in and remain on campus late for move-out processes. The Community Manager will determine arrival and departure dates to or from campus. Therefore, all travel/vacation plans during break periods must be approved by the LEAD MAVERICK and/or the Community Manager in advance.
 - ➔ MAVERICKS shall remain in his/her residence until May 31, 2012 (time to be determined by Community Manager and/or LEAD MAVERICK) to assist with resident move-out processes.
3. All communities provide on-going operations through Labor Day Weekend, Thanksgiving, Winter Holiday, and Spring Break periods. MAVERICKS may be required to be available and work during these breaks. Specific staffing decisions will be made within each community staff. MAVERICKS should not make travel arrangements for any break period without approval from their LEAD MAVERICK and/or the Community Manager.
4. The appointment shall include on average, a 16-hour maximum workweek, which shall be the highest non-academic priority of the MAVERICK.
5. The MAVERICK must inform the Community Manager and/or LEAD MAVERICK of all non-academic time commitments outside of MAVERICK responsibilities, including any other regular employment and extracurricular activities. Failure to inform the supervisor may result in disciplinary action. All other extracurricular activities or other regular employment must be limited to a combined total of 10 hours per week. In the event that a conflict arises, between another non-academic activity and the MAVERICK position, the MAVERICK position shall take precedence.
 - ➔ Students are not permitted to be placed as MAVERICKS if, during their first semester as a MAVERICK they will be student teaching or participating in a co-op/internship.
 - ➔ MAVERICKS, who have been in the position at least one semester, who need to student teach or want to participate in a co-op/internship must get permission from their supervisor the semester before the student teaching assignment or co-op/internship is to begin. The supervisor will base his/her decision upon the MAVERICK's past performance, assessment of their time management skills, and the conditions of the assignment (how much time it will take, the location of the assignment, and other related factors).
5. Work will begin on June 1, 2011. (*Start date may vary at communities under construction.*)



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6. MAVERICKS shall attend all training and staff development sessions, as well as regular staff meetings and supervisory meetings. All MAVERICKS hired during Spring 2011 are required to attend a MAVERICK Welcome Reception and Meeting in April or May at their UH Community. Additional training dates may be scheduled and required depending on specific departmental and/or staff needs.
- ➔ MAVERICKS are expected to arrive at the community on June 1, 2011 unless otherwise directed by their Community Manager.
 - ➔ MAVERICKS are expected to assist with move-in responsibilities.
 - ➔ MAVERICKS are expected to attend in-service training at their community prior to the start of the academic semester. The specific dates/times will be determined by the Community Manager.
 - ➔ Exceptions will only be considered for returning staff and should be submitted in writing to the Community Manager for approval two weeks in advance. Please note that exceptions are extremely rare, and in most cases, will not be granted, thus resulting in termination of position.
7. Each MAVERICK must maintain Leasing Office duties on a weekly basis. The specific number of hours and schedule will be determined by the LEAD MAVERICK in conjunction with the Assistant Community Manager or Community Manager. This responsibility enables MAVERICKS to enhance visibility, approachability, and knowledge of residents and staff; develop a better understanding of the community; partake in and develop a working knowledge of the administrative tasks and procedures; and develop positive and helpful working relationships with the professional staff. Failure to perform appropriate office responsibilities may result in disciplinary action.
8. MAVERICKS are expected to establish a presence in their communities, including weekends, and attend and participate in all MAVERICK activities. Thus, time-away restrictions may be established, especially during times when there is need for greater staff presence. Such times may be designated by the Community Manager and may not always be anticipated. However, it is generally accepted that being gone for the occasional weekend is beneficial to the staff member. Please note that all requests for time-away must be made in advance and in writing to the LEAD MAVERICK and/or the Community Manager.
9. MAVERICK employee evaluations will be conducted on a formal basis as part of the re-application process. Informal evaluations and feedback will be provided by professional staff continually throughout their appointment. The MAVERICK position appointment is for one academic year only. Re-appointment or continuation in the position is dependent on the most recent MAVERICK evaluation, academic performance, and successful completion of the MAVERICK re-application process. Re-appointment is not guaranteed for another year.



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10. MAVERICKS shall fulfill all requirements stated in the attached job description and other duties as assigned. Additional expectations and/or job requirements will be made at the discretion of the LEAD MAVERICK and/or the Community Manager. This agreement is meant only to provide general guidelines and expectations for the MAVERICK position. The community professional staff will provide more specific job responsibilities.

2011-2012 MAVERICK SCHOLARSHIP AGREEMENT

This agreement is entered between Inland American Communities Group, Inc., and the MAVERICK for the purpose of defining the Terms and Conditions of the MAVERICK scholarship.

1. This appointment is for the 2011/2012 academic year. Employment begins on June 1, 2011. Mavericks will report to their UH property for community-specific training and move-in responsibilities. The MAVERICK employment and scholarship agreement ends on May 31, 2012. MAVERICKS will be required to participate in a rehire process to determine eligibility to return to the position for the following academic year.
2. MAVERICKS must be full-time students pursuing an undergraduate or graduate degree at his/her college/university. If pursuing an undergraduate degree, the MAVERICK must be in at least his/her second semester and enrolled in a minimum of 12 credits, and maintain a minimum semester **and** cumulative grade point average of 2.5. If in a graduate degree program, the MAVERICK must be enrolled in a minimum of 6 credits and maintain a minimum semester and cumulative grade point average of 3.0. Permission must be granted, in advance, by the MAVERICK'S Community Manager and/or LEAD MAVERICK for academic course loads in excess of 18 hours (undergraduate), or 9 hours (graduate).
 - For returning undergraduate MAVERICKS, if the GPA falls below a cumulative or semester GPA of 2.5, but above a 2.0 at any time, the MAVERICK may be granted a probationary period at the discretion of the Community Manager and/or LEAD MAVERICK. The MAVERICK would have one semester to raise his/her GPA to a 2.5 or above. MAVERICKS whose grades fall below either a semester or cumulative GPA of 2.0 will be released from the position.
 - For returning graduate MAVERICKS, if the GPA falls below a cumulative or semester GPA of 3.0, but above a 2.5 at any time, the MAVERICK may be granted a probationary period at the discretion of the Community Manager and/or LEAD MAVERICK. The MAVERICK will have one semester to raise his/her GPA to a 3.0 or above. MAVERICKS whose grades fall below either a semester or cumulative GPA of 2.5 will be released from the position.
 - Newly hired MAVERICKS who do not have a minimum of a 2.5 GPA when employment begins will be released from the position.



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3. If a MAVERICK fails to meet any of the stated and/or attached job responsibilities or the terms of the scholarship agreement, he/she may be terminated. Refusal to comply with a reasonable request made by the supervisor in line with expectations expressed or implied in position description or supervisory expectation, and/or failure to abide by all the local, state, and federal laws and UH policies and procedures may result in termination and loss of compensation, including rent, utilities and scholarship.
 - ➔ If a MAVERICK resigns or is terminated from their position, he/she will have seven (7) calendar days to vacate his/her apartment. Termination of employment automatically terminates the Apartment Lease Agreement. If this occurs, he/she will be responsible for any damages beyond normal wear and tear caused by him/herself, the occupants on the lease, or their guests. University House Communities will make deductions from the Maverick's paycheck for past due rent, unpaid utilities, and/or damages.
 - ➔ If a MAVERICK does not complete proper transfer and/or move-out procedures, he/she will be billed for improper move-out, keys, and any other incidentals that may occur after his/her date of resignation/termination.

4. The MAVERICK scholarship package specifically includes:
 - ➔ MAVERICKS are provided with either private or shared accommodations depending on the community's configuration.
 - ➔ MAVERICKS will receive utilities that are typically included in the rent. MAVERICKS are responsible for paying for any utilities not included in the rent package.
 - ➔ MAVERICKS will receive a scholarship of \$100 per month, post-tax with bonus potential based on the community achieving its leasing goals. For every year in the MAVERICK position, the MAVERICK scholarship will be increased by \$50 per month as outlined below. If a student leaves or is released from the MAVERICK position before the semester ends, he/she will receive a prorated amount of the stipend for the time worked. If a student is hired mid-semester he/she will receive a prorated amount for the remainder of the semester.
 - a) 1st Year MAVERICKS receive \$100 per month
 - b) 2nd Year MAVERICKS receive \$150 per month
 - c) 3rd Year MAVERICKS receive \$200 per month
 - d) 4th Year MAVERICKS receive \$250 per month

6. The scholarship benefit covers on average a 16-hour maximum workweek, which shall be the highest non-academic priority of the MAVERICK.



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7. MAVERICKS shall fulfill all requirements stated in the attached job description and other duties as assigned. Additional expectations and/or job requirements will be made at the discretion of the Community Manager and/or LEAD MAVERICK. This agreement is meant only to provide general guidelines and expectations for the MAVERICK position. The community professional staff will provide more specific job responsibilities.

My signature acknowledges I have thoroughly read the University House MAVERICK Job Description and Scholarship Agreement for 2011/2012. I understand I am responsible for abiding by the terms and conditions of the MAVERICK Job Description and Scholarship Agreement and failure to uphold these Agreements may result in probation or termination of employment with University House. I also understand my appointment to the MAVERICK position is for only one academic year and I must participate in a rehire process if I would like to be considered for an additional appointment.

Print Name: _____

Signature: _____

Date: _____