RESIDENT DIRECTOR – AXIS 360
Buffalo, New York

Campus Advantage is an industry leader with global experience in student housing. Campus Advantage provides property management, consulting, acquisitions, and development with the goal of creating successful student housing communities. We’re kind of a big deal and we didn’t get there by resting on our laurels. We’re a hardworking, scrappy bunch.

The Resident Director (RD) position is much more than just a student job. They are coaches, crisis managers, marketers, relationship-builders, conflict resolvers, event planners, and mentors. The RD is a leader of peers and links the management team with the part-time student staff. This is a career-builder and a life-changer (for you and our residents). The rewards are great and the expectations high as our RDs are members of the management team for a multimillion-dollar operation while having an impact on the student staff (CAs) they oversee and in the lives of hundreds of residents every day.

Who are we looking for? Hint: people who share our values:

- **Integrity:** Do you want to make your mom proud? We live the Golden Rule, trying always to do the right thing. Do you have the ability to work well under pressure and prioritize multiple projects while remaining focused on the level of service you deliver, all the while, juggling numerous deadlines? If so, you’ll rock this!
- **Intelligence:** The right experience matters as you create experiences for your fellow students and serve as a leader of peers. RDs must be a current student, who has lived in a student housing environment (on or off campus) for at least one semester and holds a GPA of 2.5 or better. We believe that learning is a life-long endeavor, and we strive to stay ahead through innovations.
  - The position requires a great deal of time and energy. RDs are expected to put academics first and this job second.
  - While not required, you get brownie points for having: supervisory or community assistant/resident assistant experience.
- **Passion:** What’s even more important than experience is an upbeat, friendly demeanor. A passion for how the work you do impacts those around! At Campus Advantage, our core value of Passion means we desire to do our best, and we never, ever give up! Slackers need not apply.
- **Mojo:** Are you motivated and do you possess the ability to make a difference and deliver world-class customer service? If so, we want to talk to you. At Campus Advantage, we attract and charm others through our success and outlook on life. We take our work and our communities, but not ourselves, seriously!
What will you be doing every day? As a Resident Director, you are on the front lines of selling and delivering the Campus Advantage experience! The fundamentals of what you do fall into 5 key areas:

- **Lead and Communicate:** You must be a communication and leadership ninja! You are the face of the Students First® Experience. We trust you to build and coach a great team, and communicate with important stakeholders like residents, guarantors, teammates, and the university. We pride ourselves on our commitment to residents’ academic and career success and it shows in our resident events and experiences. As RD, you will oversee our event and programming calendar and increase our focus on life, growth, and success.

- **Plan the Work/Work the Plan:** To make all of this work, you will assist in the execution of management and marketing plans, and coordination of the Students First® Experience. In the case of emergency, it is all hands-on deck to execute our emergency preparedness plan. As RD, you are the first interaction for resident conduct and behavior.

- **Heads on Beds:** In order to provide amazing experiences to our residents, we have to get them in the door! This includes understanding your market, marketing and leasing, customer service, and residence life. As RD, you will assist in on-campus marketing and relationship building. As the core of our retention efforts, the RD is also responsible for assisting in reputation management and coordinating resident satisfaction surveys.

- **Collect Rent/Pay the Bills:** This is a multimillion-dollar operation. Keep those dollars in mind when planning events; suggesting community improvements, and when using equipment, supplies, and materials. Materials and equipment don’t magically show up! As RD you will manage the programming budget and will work alongside the CAs and management team to purchase supplies and develop cost effective events and programs.

- **Preserve the Asset:** Maintaining the physical asset is a fundamental aspect of this role. Put your ninja skills to work when serving on-call. You will need to kick butt at participating in the notorious process student housing calls “turn”. As RD you will assist in preparing the community to welcome new residents and will offer support to the maintenance and facilities team.
Compensation:
- The RD is a part-time position and receives an hourly rate.
  - Class and other academic requirements will be prioritized for scheduling.
- The RD is required to live on site and receives a rent discount
- The RD serves in an on-call capacity for crisis and community response
- The RD is eligible to earn leasing and renewal commissions
- Additional incentives and team challenges may be provided throughout the year.
- The RD is eligible to apply to the annual Students First Experience Conference hosted by Campus Advantage.

Call to Action!
If you read this far and you want to join us on our mission to lead the world in creating financially successful communities, we want to meet you!

Are you ready to achieve your potential while serving and inspiring others to do the same? Join us in pursuing our purpose: "to serve and inspire our employees and residents to achieve their full potential."

About Us
Campus Advantage is a real estate investment management firm fostering financially prosperous higher education student housing communities through its management, development, acquisition, and consulting services. Since its founding in 2003, Campus Advantage has been creating successful communities that provide rewarding living, learning, and career experiences, and as a result has become one of the fastest growing private student housing companies in the nation. The company’s asset acquisition and management strategies combined with its dedication to residence life and student development has made Campus Advantage the 6th largest student housing owner and the 7th largest manager in the United States. Learn more at www.campusadv.com.