



ZBT
NATIONAL HOUSING

House Director Responsibilities

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- Introduce self to fraternity housing contact on campus
- Maintain regular communication with Local and/or National House Corporations
 - Recommend needed assistance by detailing repairs
 - Handle repairs, maintenance on house furniture and equipment in timely manner
 - Schedule work with outside contractors

- Prepare house for insurance and fire inspections
- Where necessary - contact utility companies and bank
- Build mentor type relationship with chapter
- Understand budget
- Compile list of handyman, food service, security etc.
- Maintaining house both inside and out
 - Collection of security deposits/leases where appropriate (adhere to a timeline)
 - Distribute and collect keys
 - Oversee exit lights, smoke alarms, fire extinguishers
 - Post fire emergency exit maps and emergency #'s
 - Familiarize self/chapter with and enforce housing rules (no smoking, candles, etc)
 - Be present to distribute keys and collect room condition reports (send copy to House Corp or ZBT Housing)
 - Help coordinate routine cleaning and maintenance (with properly stocked supplies)

- Closing House for breaks and summer
- Storage of items
- Coordinate fire drills and education programs regarding life-safety issues

ZBT National Housing

House Director Responsibilities

Title: House Director

Reports To: House Corporation Board

Status: Independent Contractor

Summary: The duties and responsibilities below are a general outline and not to be considered inclusive. The House Director shall report to ZBT National Housing and contact the appropriate officer with any questions about the policies, regulations, or expectations. ZBT National Housing may from time to time request other reasonable duties to be performed as the need dictates.

Job Duties:

Safety and Health:

1. Work to develop and maintain a safety-conscious working and living environment with employees and chapter members. Post emergency evacuation procedures in accordance with best practices and local/state law.
2. Be familiar with local fire code requirements and other emergency procedures and maintain a list of emergency contacts including the University and city/county police, fire, medical, and counseling services in a convenient location.
3. In partnership with the undergraduate House Manager, supervise emergency fire and tornado drills each semester.
4. Ensure that all life-safety equipment is well maintained and in good working order. Once a month, check fire extinguishers, smoke detectors, smoke and fire alarms, security systems, and access code systems. Schedule life safety inspections as requested and required.
5. Maintain a written log of all safety drills and safety equipment checks. These drills should be done at least once a semester (unless otherwise discussed with ZBT National Housing).
6. Promptly report to ZBT National Housing and Property Management Company (if applicable) any problems with fire extinguishers, smoke detectors, alarm system, or any other security or safety risk, including fire hazards.

7. Perform a security check of the Chapter House before retiring; we highly encourage the House Director to be on site by 11 PM. Such check entails securing (closing and locking) all outside doors and windows on the ground and sub ground levels, drawing shades and draperies, and closing blinds.
8. Conduct one unannounced fire drill each semester at a time and date to be determined by the House Director.
9. Ensure the house is safe and locked securely, fire escapes are secure, security guards are trained and in place (if applicable), and that entrances and hallways are unobstructed at all times.
10. Perform a random, daily walk through of the entire Chapter House, including both the interior and exterior of the property to review for any safety or maintenance related needs.
11. Know the Organization's protocol for responding to critical incidents and file appropriate documentation/incident report to ZBT National Housing and Property Management Company (if applicable).
12. Become familiar with and oversee compliance with student safety protocol required or recommended by the University/College, such as those outlined in resources provided by the University's Student Counseling Center, the Office of the Dean of Students, and the Office of Environment Health and Safety.
13. Respond to any and all reports from the Insurance Provider in a timely manner along with plans to rectify any issues, if needed.

House Maintenance & Housekeeping:

1. Become knowledgeable about the house, furnishings, equipment, and grounds.
2. Supervise all repairs to and maintenance of the house and its furnishings, equipment, and grounds to ensure that such repairs and maintenance are completed in accordance with Zeta Beta Tau's standards and guidelines.
3. Supervise all deliveries.
4. Promptly report any mechanical failures, required repairs, and equipment needs to the Property Management Company.
5. Meet with and supervise repairmen, workers, and contractors who are on site for maintenance issues as may be requested by Property Management representative.
6. Maintain a log of all maintenance services to be used as verification for invoices, i.e. dates of lawn mowing, pest service, snow removal, etc.
7. Participate in the minor repairs, maintenance, and upkeep of the house as would normally be expected of any tenant, including running certain errands as may be needed.

8. Confer regularly with the undergraduate House Manager and/or House Committee to exchange ideas and recommendations on house operations including house maintenance responsibilities of the chapter and safety procedures.
9. During the summer months when/if the house is closed, the House Director shall be available to oversee any necessary repairs or maintenance and also to oversee and coordinate any conferences or other activities that may be scheduled.
10. Ensure the standards of housekeeping are followed and encourage careful upkeep of the house and property, with an emphasis on the public areas of the house and grounds.
11. Confirm the completion of cleaning, chores, and assigned tasks as determined and distributed to the undergraduate membership by the undergraduate House Manager.
12. Oversee the purchase and storage of supplies necessary for the normal maintenance of the house according to the guidelines established and within the allotted budget. In some cases, this may be a chapter budgetary item.
13. Perform and maintain an annual inventory of all house furnishings, cooking utensils and equipment, miscellaneous kitchen items, flatware, glassware, China, silver, and other items that are not personal property of the Chapter members and provide this inventory to ZBT National Housing.
14. Provide prompt notification to ZBT National Housing when items are found missing or in need of repair.

Food Service Management (where applicable):

1. In partnership with the undergraduate House Manager and Cook (or kitchen management representative) supervise the planning of meals that are varied, appetizing, of good quality and nutritional value while maintaining costs within an allotted budget. Ensure the use of fresh vegetables and fruits when possible. Post menus on a weekly or bi-weekly basis as appropriate.
2. Manage the security of the kitchen, equipment, and food items. Supervise residents who require access to the kitchen (or ensure they are escorted by the Cook). Ensure the kitchen (i.e. - areas with stove) is locked following the noon and evening meals and unlocked for breakfast.
3. Assist with breakfast as needed, oversee the lunch buffet (if applicable), dinner and preside at the evening meal and other special meals as requested by the Chapter or ZBT Housing.

4. In partnership with the undergraduate House Manager and Cook, supervise the planning of food for special occasions. Supervise the food/dining room preparation, serving, and cleanup for these occasions. Assist the collegiate chapter with communicating the food items that need purchasing for these occasions.
5. Supervise the meal service and cleanup.
6. Communicate with Cook or kitchen management team to maintain the kitchen inventory of silverware, dishes, glassware, and serving utensils, plates, bowls, etc.

Opening & Closing of Chapter House:

1. Coordinate and supervise preparation of the house for opening at the beginning of the school year and after relevant school year breaks. Refer to the guidelines provided by the Property Management Company (if applicable).
2. Check all rooms before chapter members take possession and complete a damage/cleaning survey sheet for each room. Review with each occupant, at time of move-in, and obtain his signature.
3. Be present at the house on each opening day to greet students and parents and provide assistance as needed.
4. Coordinate and supervise the preparation of the house for closing prior to all school year breaks during which the house is scheduled to close and at the end of the school year. Refer to the guidelines provided by the Property Management.
5. With the undergraduate House Manager, recheck each room at the end of each semester, and complete a damage/cleaning survey. Review with each occupant and obtain is signature. Send survey sheets to the Property Management Company and ZBT Housing at the end of each semester.
6. Be present at the house on closing days to provide assistance as may be required. Without exception, the House Director is going to be the last person to leave the house and lock up.
7. Maintain a set up keys and/or access codes to all doors.

Home-like Atmosphere:

1. Be responsible for creating a pleasant home-like atmosphere, maintaining standards of good taste and cooperating in every way to promote the welfare of chapter members both in residence and living elsewhere.
2. Become familiar with campus and community health, safety and welfare services and resources available to members for professional help or guidance.

3. Promote the use of good manners and proper etiquette not only by example, but through frequent, informal discussions on these related topics with the general membership.
4. The House Director shall not act as a disciplinarian nor be involved with the internal business of the chapter. As an employee of ZBT Housing, problems that arise regarding the facility and its operations are to be discussed only with ZBT Housing/Property Management Company and problems with the Chapter, or its individual members, are to be discussed with the Chapter Advisors.
5. Maintain in strict confidence the workings of the Chapter and Fraternity as well as their social and financial affairs and those of the members.
6. Eat at least one meal a day with the residents, encouraging a friendly and engaging atmosphere.

Events & Functions:

1. Attend events and functions at the chapter house as requested by the Chapter or Alumni Advisory Committee.
2. Be present during formal recruitment week and other recruitment functions for formal introductions to potential new members.
3. Meet and welcome guests to the house, including parents, alumni, and volunteers.

Alcohol, Smoking, & Social Conduct:

1. Be knowledgeable of all local house rules as well as Zeta Beta Tau International Fraternity and University policies on alcohol, drugs, visitation, and social conduct. Observe and comply with the same.
2. Ensure all members, both residents and non-residents sign a copy of the local house rules document. Maintain a copy of each signed document.
3. Illegal and illicit drugs are not allowed on the property at any time.
4. Violations of these rules shall be documented and reported immediately to the Chapter Advisor and ZBT Housing as appropriate.
5. The House Director shall at times set the best possible example for the Chapter members.
6. Work in partnership with ZBT Housing and chapter leadership when performing room searches and seizure of prohibited items. The House Director is not to initiate and/or perform room searches without at least one officer or adviser present. Any contraband found during a room search should be properly disposed of.

Billing & Record Keeping:

1. The House Director shall maintain a list of all residents including name, room number, and cell phone number.
2. The House Director shall maintain a list of emergency contacts for each resident.
3. The House Director shall oversee the billing and collect or security deposits, rent, as well as, housing related fees and fines.
4. The House Director shall ensure the prompt submission of invoices and bills for payment by the appropriate party (Chapter, ZBT Housing, NPEF).
5. The House Director in coordination with the undergraduate House Manager and Property Management Company will oversee the assignment of damage assessments.
6. Maintain record of warranties and applicable service contracts.

General Guidelines:

1. The House Director shall establish regular and standard hours of availability to chapter members. During these hours, the House Director is expected to be available and welcoming to chapter members. If he must be absent during these hours, a note should be left on his door advising when he will return.
2. When the House Director leaves the chapter house for an extended period of time, he should provide the telephone number and location of his whereabouts so he can be reached in the event of an emergency situation. This information should be posted on the room door.
3. The House Director shall not have the authority to enter into any contracts for goods or services on behalf of the Chapter or ZBT Housing.

Personal Guests & Entertainment:

1. The House Director may have guests visit the Chapter House. These guests are expected to abide by the rules and regulations of our facility while on site.

Qualifications:

- Previous experience as a facility manager or House Director is beneficial.
- Ability to communicate effectively with staff, management, members, and vendors.
- Ability to endure the physical demands of managing a property. This includes, but is not limited to, transporting equipment, standing for long periods of time, bending, lifting various size/weight objects, climbing the stairs, and walking distances.
- Availability to reside at the chapter facility and be on call for urgent situations.
- Knowledge of computers, budgets, forecasting, and scheduling.
- Background in meal planning, preparation, and nutrition is beneficial.
- Previous experience in student development is beneficial.

ZBT National Housing is committed to reviewing their policies and procedures on a regular basis. Accordingly, the policies, procedures, and duties outlined in this job description are subject to review and change at any time without notice. No communication or practice shall be construed to limit the reasons or procedures for termination or modification of the employment relationship.

Thank You