

NEW MEXICO VETERANS INTEGRATION CENTERS (NMVIC)

13032 Central Avenue SE
Albuquerque, NM 87123
(505) 265-0512 <http://www.nmvic.org/>

POSITION: Resident Monitor I

POSITION DESCRIPTION

The position will fall under the direction of the NMVIC Operations Manager or his/her designee.

The Resident Monitor is responsible for the day-to-day monitoring tasks of the NMVIC residents, per the directions of the Operations Manager. Providing assistance and support for residents, while ensuring their safety and well being, the Resident Monitor will perform assigned duties while maintaining standardized operating procedures, assuring safety of all program participants, preserving program integrity, and providing a supportive and caring environment.

Duties

Resident, Staff, Visitor, and Campus Safety

- Monitor all activity on campus against fire, theft, vandalism, and illegal activities or entry;
- Check resident and facility doors and windows to determine security;
- Monitor visitors, informing them of campus rules, such as loitering, smoking, or carrying forbidden articles;
- Watch for safety issues, such as fire hazards or other dangers;
- Sound the alarm or call police or fire departments in the event of fire, presence of aggressive/violent behavior, or unauthorized persons on campus;
- Enforce campus rules/policies designed to maintain a positive and safe living environment;
- Exercise judgment and use discretion in dealing with residents, visitors, emergencies, and security violations encountered; and
- Intervene directly only in situations that require minimal action to safeguard property or persons.

Resident Assignments

- Process all new residents using Resident Intake Procedures;
- Implement room assignments in coordination with the Case Managers and/or Operations Manager;
- Conduct random room checks on a daily basis and 100 percent room checks as required, checking for cleanliness and restricted items that include drugs, alcohol, contraband, and unauthorized appliances;
- Monitor resident behavior and assist residents to resolve problems or issues;
- Observe departing and returning residents to ensure they are in by curfew, are not intoxicated, or are not under the influence of drugs;

- Check resident backpacks, bags, vehicles, and incoming items to ensure no contraband enters the property;
- Assist residents with moving in and out of their rooms; and
- Administer drug testing per NMVIC policies.

Program and Office Support Assignments

- Generate internal reports and update rosters and other files;
- Maintain the Daily Log, Resident Rosters, and Mail Log;
- Monitor resident check-in log, sign in/out sheets, visitor log, and equipment lists;
- Answer all incoming telephone calls to the Monitor's office;
- Respond to questions and take messages for staff and residents;
- Assist with facility and office maintenance to ensure a clean and safe environment; and
- Assist occasionally with donation pick-ups.

Other

- Maintain good communication with all staff; and
- Provide additional program support as needed.

REQUIREMENTS

The selected Resident Monitor must have:

1. A high school diploma or equivalent;
2. Experience using MS Office Suite, to include MS Word, Excel, and Outlook;
3. At least one year in customer service, dealing with the public and outside organizations;
4. At least two years of experience answering telephones in a fast-paced office environment; and
5. Experience in entering data into a database, with the ability to extract specific data for the purpose of providing information to key management.

REQUIRED SKILLS AND KNOWLEDGE

The selected Resident Monitor will be able to:

1. Communicate effectively, both orally and in writing;
2. Demonstrate the ability to multi-task during slow and busy times (e.g., processing new residents while handling day-to-day activities); and
3. Display a courteous manner, demonstrate patience and understanding, and exhibit a professional approach.

DESIRABLE KNOWLEDGE

Be familiar with military issues and procedures.