

# NEW MEXICO VETERANS INTEGRATION CENTERS (NMVIC)

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

**POSITION:** Resident Monitor II (Supervisor)

## **POSITION DESCRIPTION**

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

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

## **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;
- Provide safety training;
- 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;
- Develop and coordinate schedules of Resident Monitors I;
- Develop and conduct training activities for Resident Monitors I;
- Develop process and procedures for residents and Resident Monitors I safety, in-process and property handling; and
- Intervene 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;
- Support Operations Manager for facility and office maintenance to ensure a clean and safe environment;
- Coordinate with Property Management to resolve any property issues and coordinate maintenance; and
- Assist occasionally with donation pick-ups.

#### Other

- Maintain good communication with all staff;
- Provide additional program support as needed; and
- Provide a professional example to Resident Monitors I.

### **REQUIREMENTS**

The selected Resident Monitor II 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 five years in customer service, dealing with the public and outside organizations;
4. At least five years experience answering telephones in a fast-paced office environment;
5. At least five years experience in supervisory personnel management; and
6. 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 II 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, understanding, and exhibit professionalism.

### **DESIRABLE KNOWLEDGE**

Be familiar with military issues and procedures.