



Keystone Application Packet 2012



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Dear Keystone Candidate,

Thank you for your interest in becoming a Keystone at Campus Apartments. The Keystone position is one of the most important positions in our company, and we are looking to hire the very best candidates for these coveted roles.

In this application packet, you will find a copy of the Keystone Job Description, and a standard Campus Apartments employee application. Please be sure to read the job description carefully. If you have any questions regarding the requirements or demands of the position, please feel free to speak to the Community Manager for clarification before submitting your application.

When submitting your application for the Keystone position, please include the following items:

- 1.) The Campus Apartments Employee Application, completed in full
- 2.) A letter of recommendation from either a previous employer or college professor, including the person's name, title, and contact information
- 3.) Proof of enrollment at a college or University
- 4.) A copy of your grades from the most recent semester complete, showing your overall college GPA
- 5.) A 1-2 minute video on why you would make a great Keystone

The Keystone hiring process is comprised of three phases:

- 1.) You must submit the application packet by the required deadline, meeting all stated criteria listed above—*INCOMPLETE APPLICATION PACKETS WILL NOT BE CONSIDERED*
- 2.) All applicants that submit a complete application packet will be asked to participate in a group interview process
- 3.) Based on the group interviews, a selected number of applicants will be asked back for a second, individual interview

Please be aware of the critical dates below regarding this year's application and hiring process:

Deadline for Application Packets to the Community Manager: _____

Dates/Times for Round 1 Group Interviews: _____

Dates/Times for Round 2 Individual Interviews: _____

Keystone Selection Announcement: _____

Keystone Training (mandatory for those hired): _____

On behalf of the entire Campus Apartments Keystone Program, I thank you for your application, and wish you the best of luck on your journey to becoming a Keystone!

Heather Sizemore
National Director of Residence Life
CA—Keystone Program Director



Campus Apartments – Keystone Job Description

A keystone is a wedged shaped stone at the central point of an arch. This embodies what the keystone role is to our company and our business. We believe the Keystones' role to be an integral part of our structure and key to our success. The Keystones are the eyes and ears of our communities as well as the liaisons between the management staffs and our residents. Therefore, we strive to find the best people to fulfill the role of Keystones.

THE MISSION

It is your personal and professional responsibility to make Campus Apartments the best provider of community programs and student services in the world by creating a home-like atmosphere for our clients, residents and guests. Keystones serve as a peer resource and a role model for Campus Apartments residents. Keystones perform a “key” role in ensuring open and effective communication between residents and professional staff.

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.

PRIMARY JOB FUNCTION

Community management staff and the Keystones play an integral role in assisting with the day-to-day operations for the portfolio. Responsibilities include, but are not limited to:

- Marketing your property
- Leasing of units
- Building strong relationships with current and future members of your community
- Maintaining positive relationships with fellow residents to ensure that communication between residents and community representatives is open and effective
- Assisting leasing staff with on-campus initiatives
- Keystones are the go-to people at Campus Apartments communities
- Keystones are peer leaders who plan and implement fun events and activities each month
- Keystones know the residents and get them involved
- Keystones answer questions and get residents connected
- Keystones work in the leasing office and are the link between professional staff and residents
- Keystones are responsible for working as part of the community team to ensure that each property is a sociable, pleasurable, home-like environment
- Keystones are “key” in helping to create a community that supports its residents both in their academic and personal goals

PRINCIPLE DUTIES & RESPONSIBILITIES

Keystones hold a position of substantial responsibility, requiring commitment, dedication and integrity.

Keystones will:

- Plan and implement programs as outlined in the programming model and requirements
- Provide residents with basic information regarding the Campus Apartments' community and local resources
- Maintain strict confidentiality regarding resident and co-worker issues
- Adhere to Campus Apartments code of conduct and federal, state and local laws
- Adhere to Campus Apartments policies and procedures
- Refrain from consuming, serving or providing alcohol at any property-sponsored event
- Attend weekly Keystone and property staff meetings
- Attend monthly Keystone conference calls with the National Director of Residence Life
- Demonstrate exceptional resident centered, positive, efficient and effective customer service

ADMINISTRATIVE DUTIES

- Working in the leasing office assisting professional staff with administrative tasks
- Will interact with residents and staff and always be connected to the most up-to-date information about the community
- 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 unless formally trained
- Assist with filing resident paperwork
- Utilize Yardi to answer resident questions
- Assist leasing staff with on-campus initiatives
- Perform lockouts during office hours
- Log in packages and distribute package notices. Sort and deliver resident mail in where designated by the USPS
- Manage service request orders by completing service requests, logging them into Yardi, closing them out when the work is completed, and follow up phone calls
- Assist with copies and faxes

ADMINISTRATIVE DUTIES (cont'd)

- Report problems with facilities or damages and cooperate with maintenance staff in achieving a high quality physical environment within the community.
- Develop programs, publicity and community newsletters
- Collate and prepare move-in, move-out packets, gift bags, etc
- Assist with community beautification projects

KEYSTONE DUTIES DURING MOVE-IN & MOVE-OUT

Keystones are expected to arrive to work early to assist with move-in and remain late to assist with the move-out processes as required by the Community Manager.

During TURN, Keystone duties could include assisting with make-ready's, trash-outs, cleaning, routine maintenance and other general duties to be determined by the Community Manager. TURN is a crucial part of our season and we have an "all hands on deck" philosophy. Keystones will be required to work hours above and beyond their normal schedule. Time off will not be allowed during the turnover period.

KEYSTONE SCHEDULES

Keystones are expected to establish a presence in their communities, including weekends, and attend and participate in all Keystone activities. Therefore, restrictions may be established regarding "time-away", 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 in advance.

All communities provide on-going operations through national holidays and school break periods. Keystones may be required to be available and work during these breaks. Specific staffing decisions will be made within each community staff. Keystones should not make travel arrangements for any break period without prior approval from his or her Community Manager.

MINIMUM REQUIREMENTS

- Minimum of one completed semester at the local University or College
- Minimum of one calendar year completed year at the University/college level
- Minimum of one year living experience in either on-campus, or an off-campus student specific community
- Resident of Campus Apartments during employment
- Enrolled as a student during Fall and Spring term
- GPA 2.5 or above for undergraduates
- GPA 3.0 or above for graduates
- Felony-free

DESIRED QUALIFICATIONS

Demonstrate a positive, enthusiastic, energetic, personable, and helpful attitude.

Excellent verbal and written communication skills.

Strong organizational, time management and project management skills.

Creativity.

Strong leadership skills and initiative.

Open-minded and able to consider multiple perspectives.

Adaptable and flexible to new situations and people.

Experience and interest in planning and implementing fun activities and events for residents.

Knowledgeable about the University and local

Ability to solve practical problems.

Ability to deal with residents in an empathetic, professional manner.

Strong customer service skills and the ability to relate easily to students, parents, university and apartment staff.

Maintain composure and handle crisis or emergency situations by contacting the appropriate authorities.

Effective team players that interact well with others.

Patient, even-tempered and works well under pressure.

Able to maintain confidentiality.

Able to follow directions and receive feedback from supervisor



APPLICATION FOR EMPLOYMENT

An Equal Opportunity Employer

We consider all applicants for positions without regard to race, color, reed, religion, sex, ancestry, national origin, nationality, age, marital, familial, veteran status, sexual orientation or preference of a nonjob-related medical condition, handicap or disability, or any other legally protected status.

(PLEASE PRINT)

Date of Application _____

Name _____
(Last) (First) (Middle)

Address _____
(Street, City, State and Zip Code)

No. of years at above address: _____

Telephone (Home): _____ Cell#: _____

Social Security No.: _____

Professional License Type if applicable: _____ Number _____

Position(s) Applied for _____ Full-time/Part-Time/Other (circle one)

Salary/Compensation Desired: _____

If you are under 18 and it is required, can you furnish a work permit? ___ Yes ___ No

If **no** please explain _____

Have you submitted an application here before? ___ Yes ___ No

If **yes** give date(s) and position(s) _____

Have you been employed here before? ___ Yes ___ No

If **yes** give dates and position _____

Do you have a relative working here? ___ Yes ___ No

If **yes**, state identity and relationship _____

Do you have any relative working for a competitor? ___ Yes ___ No



Campus Apartments – Application for Employment

Are you legally eligible for employment in this country? Yes No

Date available for work _____

Will you relocate if the job requires it? Yes No

Will you travel if the job requires it? Yes No

If they have been explained to you, are you able to meet the attendance requirements of the position? Yes No

Are you able to perform the essential functions of the job for which you are applying (with or without reasonable accommodation)? Yes No

This question is not designed to elicit information about an Applicant's disability. Please do not provide information about the existence of a disability, particular accommodation, or whether accommodation is necessary. These issues may be addressed at a later stage to the extent permitted by law.

Driver's license number if driving may be required in the job for which you are applying _____ State _____

Are you currently employed? Yes No

Are you currently on "lay off" status and subject to recall? Yes No

Answering "yes" to the following question does not constitute an automatic bar to employment. Factors such as date of the offense, seriousness and nature of the violation, rehabilitation and position applied for will be taken into account.

Have you ever pled "guilty" or "no contest" to, or been convicted of a crime? Yes No.

If **yes**, please explain _____

Have you ever been fired or asked to resign from a job? Yes No

If **yes** please explain _____



Campus Apartments – Application for Employment

EMPLOYMENT HISTORY

Starting with your most recent employer, provide the following information. In the following spaces give a complete record of your employment including periods of unemployment.

Last (most recent) employment:

Employer	
Telephone number	
Street Address	
City, State and Zip	
Date employed From	
Date employed To	
Starting compensation (State salary or hourly)	
Ending compensation (State salary or hourly)	
Commission, bonus or other compensation	
Starting job title	
Final job title	
Immediate supervisor name	

Summarize the type of work you performed and job responsibilities _____

What did you like best about your position? _____

What did you like least about your position? _____

Reason for leaving? _____



Campus Apartments – Application for Employment

Previous employment:

Employer	
Telephone number	
Street Address	
City, State and Zip	
Date employed From	
Date employed To	
Starting compensation (State salary or hourly)	
Ending compensation (State salary or hourly)	
Commission, bonus or other compensation	
Starting job title	
Final job title	
Immediate supervisor name	

Summarize the type of work you performed and job responsibilities _____

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Campus Apartments – Application for Employment

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Ending compensation (State salary or hourly)	
Commission, bonus or other compensation	
Starting job title	
Final job title	
Immediate supervisor name	

Summarize the type of work you performed and job responsibilities _____

What did you like best about your position? _____

What did you like least about your position? _____

Reason for leaving? _____



Campus Apartments – Application for Employment

EDUCATIONAL DATA

Starting with your most recent school attended, provide the following information

School (include City and State)	Years Completed	Completed	GPA Class Rank	Major/Minor
		<input type="checkbox"/> GED <input type="checkbox"/> Diploma <input type="checkbox"/> Degree <input type="checkbox"/> Certification <input type="checkbox"/> Other _____ _____		
		<input type="checkbox"/> GED <input type="checkbox"/> Diploma <input type="checkbox"/> Degree <input type="checkbox"/> Certification <input type="checkbox"/> Other _____ _____		
		<input type="checkbox"/> GED <input type="checkbox"/> Diploma <input type="checkbox"/> Degree <input type="checkbox"/> Certification <input type="checkbox"/> Other _____ _____		



Campus Apartments – Application for Employment

References

(List three business/work references who are ***not*** related to you and ***not*** previous supervisors)

Name and Address

Occupation

Telephone

Special Skills and Qualifications

Please include any other information you think would be helpful to us in considering you for employment, such as additional work experience, skills, abilities, articles/books published, activities, foreign languages, accomplishments, professional/trade/business/or civic activities and offices held, etc. (You may exclude all information indicative of age, sex, race, religion, color, national origin, handicap, or disability or any relationship with any labor organization.)

Computer Skills

(Indicate appropriate skills. Include software and years of experience)

Word Processing	_____	Years _____
Internet	_____	Years _____
Spreadsheet	_____	Years _____
Presentation	_____	Years _____
Email	_____	Years _____
Other	_____	Years _____
	_____	Years _____
	_____	Years _____



Campus Apartments – Application for Employment

Additional Inquiries Concerning Employment History

(In responding to these inquiries, continue on a separate sheet if you require additional space)

May we contact your present employer? _____ Yes _____ No

Your previous employers? _____ Yes _____ No

Please identify exceptions and reasons for not contacting _____

In order to permit a check of your work and education records, should we be made aware of any change of name or assumed name that you previously used? _____ Yes _____ No.

If **yes**, identify names(s) and relevant dates.

Explain any gaps in your employment, other than those due to personal illness, injury or disability

To what job-related organizations (professional, trade etc) do you belong?

Exclude memberships that would reveal race, color, religion, sex, national origin, citizenship, age, mental or physical disabilities, veteran/reserve national guard or and other similarly protected status.



Campus Apartments – Application for Employment

PLEASE READ CAREFULLY BEFORE SIGNING THIS APPLICATION (Please initial after each statement)

1. I certify that all information I have provided in order to apply for and secure employment with Campus Apartments is true, complete and accurate. I expressly authorize, without reservation, Campus Apartments, its representatives, employees or agents to contact and obtain information from all references, employers, public agencies, licensing authorities and educational institutions and to otherwise verify the accuracy of all information provided by me in this application, resume or job interview. I hereby waive any and all rights and claims I may have regarding Campus Apartments, its representatives, employees for seeking, gathering and using truthful and non-defamatory information, in a lawful manner, in the employment process and all other persons, corporations or organizations for furnishing such information about me. _____
2. I understand that this employer does not unlawfully discriminate in employment and no question on this application is used for the purpose of limiting or eliminating and applicant from consideration for employment on any basis prohibited by applicable local, state or federal law. _____
3. I authorize Campus Apartments to secure criminal and financial and credit information through an appropriate agency, and I understand that, upon my written request made within a reasonable period of time, the agency providing a consumer credit report to Campus Apartments will provide me with a complete description of the nature and scope of the credit report investigation. _____
4. I understand that any offer of employment is contingent upon receipt of satisfactory reports concerning my background, credit, academic credentials, and employment references. _____
5. I agree to submit to any lawful drug, alcohol or other testing that may be required as a condition of employment or continued employment and understand that refusal to submit to such testing during the course of my employment may result in disciplinary action up to and including discharge. I understand that any offer of employment or continuation of employment if hired is contingent upon receipt of satisfactory screening test(s). _____
6. I understand that any false or misleading statements will be sufficient cause for rejection of my application if Campus Apartments has not employed me and for immediate dismissal if Campus Apartments has employed me. I also authorize Campus Apartments to supply information about my employment record, in whole or in part, in confidence to any prospective employer, government agency, or other party having a legal and proper interest, and I hereby release Campus Apartments from any and all liability for its providing this information. _____
7. In the event of employment or an offer of employment, I authorize any physician or hospital to release any information which may be necessary to determine my ability to perform the essential functions of the job for which I am hired or being considered or any future job. _____
8. I understand that this application remains current for only 90 days. At the conclusion of that time. If I have not heard from Campus Apartments and still wish to be considered for employment it will be necessary for me to reapply and complete a new application. _____



Campus Apartments – Application for Employment

9. I understand that according to federal law all individuals who are hired must, as a condition of employment, produce certain documentation to verify their identity and U.S. citizenship status or, if aliens, their legal authorization to work in the U.S. As a consequence, I understand that any offer of employment would be contingent on my ability to provide proof of identity and legal authorization to work in the U.S and that federal law requires me to complete an I9 form in this regard. _____
10. In the event of my employment with Campus Apartments, I agree that I will comply with all rules, regulations, and policies of Campus Apartments. _____
11. I understand that nothing in this employment application, Campus Apartments' policy statements, personnel guidelines, or in my communications with any Campus Apartments official is intended to create an employment contract between Campus Apartments and me. I also understand that Campus Apartments has the right to modify its policies without giving me any notice of the changes. No promises regarding employment has been made to me, and I understand that no such promise or guarantee is binding upon Campus Apartments unless it is made in writing and signed by the President. I understand that if an employment relationship is established, I have the right to terminate my employment at any time for any reason I think appropriate. I also understand that Campus Apartments retains the right to terminate my employment at any time for any reason that Campus Apartments believes is appropriate. _____

This company does not tolerate unlawful discrimination in its employment practices. No question on this application is used for the purpose of limiting or excluding an applicant from consideration for employment on the basis of his or her sex, race, color, religion, national origin, citizenship, age, disability, or any other protected status under applicable federal, state or local law. The company likewise does not tolerate harassment based on sex, race, color, religion, national origin, citizenship, age, disability, or any other protected status. Examples of harassment include, but are not limited to, unwelcome physical contact, offensive gestures, unwelcome comments, jokes, threats, insults, name-calling, negative stereotyping, possession or display of derogatory pictures or other graphic materials and other words or conduct that demean, stigmatize, intimidate, or single out another person because of his/her membership in a protected category. Harassment of our employees is strictly prohibited, whether it is committed by a manager, coworker, subordinate, or non-employee (such as a vendor or customer). Campus Apartments take all complaints of harassment seriously and all complaints will be investigated promptly and thoroughly.

PLEASE READ THE FOLLOWING STATEMENT CAREFULLY AND SIGN BELOW

I certify that I have read, fully understand and accept all terms of the foregoing Applicant Statements. I understand that any information provided by me that is found to be false, incomplete or misrepresented in any respect, will be sufficient cause to eliminate me from further consideration for employment or if I am hired will result in my immediate discharge from Campus Apartments' service, whenever it is discovered.

Signature of Applicant _____ Date _____

