Community Assistant
Core Values & Responsibilities

JOB SUMMARY

The Community Assistant is a student member of the staff who works closely with property residents. As a staff member, he/she will work to build community, maintain communications between management and residents, and assist in a multitude of administrative tasks. The Community Assistant is responsible for the development of a residential community that enhances the total collegiate experience. These goals may only be accomplished through CA availability in their building(s) and around the community. The majority of the Community Assistant's responsibilities involve direct contact with residents. One of the most important CA responsibilities is to be available to all residents living in the community as needed. Basic responsibilities include maintaining communication between Management and the residents, as well as supporting policies, procedures and regulations.

The roles Community Assistants play fall into several broad categories. The CA serves as a catalyst to enable the residents to create and maintain a community environment. One of the most rewarding aspects of the job is the opportunity to meet and interact with different types of people and encounter new ideas. It is the expectation of all CAs to get to know their residents.

CORE VALUES

Know and Care For Residents

Knowing residents is critical to Community Assistant success. Promoting ongoing interaction and cooperation is essential to resident satisfaction. Community Assistants will be act as a resource and referral agent for all residents.

Build Community

The total value of a college education can only be realized when a resident involves him/herself in many aspects of the collegial experience (e.g. leadership activities, volunteering, student government). Community Assistants raise resident's level of awareness of what is available to them at the community and how to participate. Community Assistants will maintain a high profile on the property and be approachable and receptive. CAs create enthusiasm and interest in community events.

Share Knowledge

Community Assistants are knowledgeable about community policies and University resources. Community Assistants play a vital role in directing residents to the appropriate community staff members. Community Assistants provide accurate information about the community to residents. Community Assistants are informed and familiar with important services on campus.

Promote Learning

Community Assistants foster personal responsibility through supporting community policies. Resident learning is enhanced through the staff's programming efforts, CAs interaction with residents, and by supporting personal accountability.

Role Model

Community Assistants are held to high standards of academic achievement and behavior and as a result are considered community leaders and set the example for conduct and attitude. CAs will observe all community and University policies, rules, and regulations. .

Embrace Diversity

An important aspect of promoting learning is demonstrating an appreciation for cultural differences and opposing intolerance and bigotry concerning these differences. Community Assistants are committed to assuring fairness for all residents within the community

RESPONSIBILITIES

Terms of Employment
All Community Assistant appointments are made for the term (semester, quarter, summer) and contingent upon satisfactory performance and compliance with all policies and procedures. CAs who are graduating or leaving the institution may remain in their position for up to 30 days after the end of the term or graduation. Community Assistants are required to have a signed lease and guarantor form on file. Compensation includes a no cost bedroom and biweekly pay should the CA exceed the minimum number of required work hours.

Availability
During the first two weeks of the lease term, CAs are required to be available to assist new residents and assist in policy enforcement. First impressions are important. CAs should make the first contact with each student a positive one. Community Assistants should make an effort to interact with residents on a regular basis. Community Assistants are charged with establishing rapport and respect with and among residents. CAs are responsible for knowing their residents.

Communication
Open and frequent communication is necessary for successful community operations. The Community Manager and designated supervisor encourage all CAs to regularly visit the CM's or designated supervisor's office. All administrative tasks that are vital to staff communications (e.g. weekly reports, On-Call reports, Incident Reports, etc.) must be completed on time and reviewed with the designated supervisor.

Community Assistants must also maintain communication with residents by posting signs, distributing correspondence and updating social media.

Community Assistants are expected to check their staff mailboxes on a regular basis. In addition, CAs should respond to messages promptly and deliver messages to residents as needed. Community Assistants are also responsible for distributing and collecting completed forms, surveys, announcements, etc. to all residents as needed.

CAs who maintain an online profile on social networking websites must do so in a way that does not disparage or criticize the Company, the property, or other staff members/residents.

Community Development
A community refers to a group of people sharing a common purpose, who are interdependent on one another for the fulfillment of certain needs. A community is comprised of students who live in close proximity and interact on a regular basis, who share in defining expectations for all members of the group and assume responsibility for meeting those expectations. CAs play a very important role in determining residents‟ sense of community. Effective community development activities enhance resident satisfaction, preserve and increase occupancy, and decrease property damage.

Grade Policy and Enrollment
Community Assistants should be able to maintain a proper balance between their academic requirements, job responsibilities and personal relationships. Community Assistants are required to maintain a cumulative GPA of at least 2.5.

CAs must be enrolled at least part-time as an undergraduate or graduate student in an accredited area college or university. At least 75% of the enrolled credit hours must be on campus and not online courses. Any online courses must be taken at a local university and be a credit-bearing course. The definition of part-time student status varies from university to university. Management

should contact the Office of Enrollment Management or Registrar's Office for full and part-time student status requirements. Enrollment status should be verified prior to offering employment.

Community Assistants are required to provide transcripts to the CM at the end of each term to verify enrollment and GPA.

Leasing & Customer Service
All Community Assistants share responsibility for marketing the property. CAs are expected to be properly dressed and represent the property sales efforts. During the assigned shifts, all CAs must be present in the leasing office at all times and limit personal visits and/or telephone calls. No one is permitted in staff-only areas except other staff members. Community Assistants are responsible for representing themselves in a professional manner at all times while employed whether on or off the property.

Leave Requests and Vacations
If a Community Assistant is planning to be away from the community for an extended period of time, he/she must fill out a leave request and submit the completed form to the Community Manager in advance of departure. Community Assistants are required to be at the community during all check-in and check-out periods and maintain coverage during summer and university break times.

Maintenance
Community Assistants are expected to take pride in their residents and the community. Community Assistants are required to check all units before move-in for any maintenance problems and verify that all keys work in the assigned locks. Community Assistants are responsible for preventing damage to property and for reporting all damages to the CM or designated supervisor. Community Assistants should assist in keeping the community neat and clean at all times. Community Assistants should help maintain the appearance of their area by removing old flyers, signs, staples, trash, etc. from the public areas.

Office Shifts
Community Assistants are responsible for working assigned office shifts. During the scheduled office shift, CAs may be asked to perform various office duties including filing, organizing and special projects. During office shifts Community Assistants are required to:

- Remain in the office at all times unless a task and/or request requires them to be elsewhere in the community (e.g. unit tour, lock-out, on campus, etc.).
- Answer the telephone and take messages.
- Give tours and execute leases.
- Be substance free.
- Communicate with professional staff as needed.
- Answer residents' and visitors' questions.
- Manage maintenance requests.
- Secure the office areas.
- Various administrative duties

On-Call Shifts
The Community Manager or designated supervisor will schedule On-Call shifts. At least one, or two depending on bed count, CAs are scheduled to be on-call each night after the office closes. On-Call Community Assistants are required to:

- Remain at the community and carry the on-call cell phone.
- Be on time and available during the entire shift.
- Respond to any problems that may arise during non-office hours and contact the appropriate professional staff. Examples of these problems include cleaning

unsafe/unsanitary conditions or materials, correcting floods, backing up fellow staff members in confrontational situations, letting locked-out residents into their units, coordinating emergency response, etc.
- Be substance free.
- Find coverage from other CAs if they must leave the property due to an emergency or other CA related issue.

Community Assistants may need to adjust their schedule to accommodate on-call responsibilities. On-call can become a positive time for CAs to be visible and meet other residents.

Senior Community Assistants may need to adjust their schedule to accommodate on-call responsibilities. On-Call can become a positive time for the SCA to be visible and meet other residents.

Policy Enforcement
It is the Community Assistants' responsibility to address violations that cross their path through regular exercise of their duties. Policy enforcement is essential for maintaining a reputable and pleasant place to live.

An effective and skilled CA will be able to consistently enforce policy, while maintaining the respect of their residents. All Community Assistants should know all policies and procedures for addressing and documenting policy violations and all inappropriate behavior. CAs should also know the procedure for enlisting the assistance of professional staff members in situations involving safety and/or security concerns.

Quarterly Inspections
Community Assistants must complete unit inspections for every unit in their assigned area. Unit checks must also be completed before and after any resident checks in or out.

Reports
Community Assistants may be required to submit a weekly report as required. Reports may include residents' suggestions for community improvements, complaints and concerns, as well as observations of Housekeeping, Maintenance, the Office, etc.

Staff Meetings
All Community Assistants must attend mandatory weekly staff meetings to discuss policies, share information and ideas and complete in-service training. The Community Manager, designated supervisor, and Senior Community Assistant (if applicable) will decide on the staff meeting times. Community Assistants should plan on at least an hour or more for each weekly staff meeting to discuss resident problems, review policies, update training, etc. In addition, periodic meetings of the entire CA staff will be conducted with various department heads. Since punctuality affects everyone, it is important that all CAs are on time and prepared for all meetings. Community Assistants are expected to promote staff unity and participate in all functions designed to promote harmony and teamwork among the staff.

Supervision
Community Assistants are under the direct supervision of the Community Manager (CM), and when applicable, additional guidance, support and representation from the Assistant Community Manager (ACM), Residence Life Coordinator (RLC), Resident Services Manager (RSM), Leasing and Marketing Manager (LMM), Leasing Professional (LP), Maintenance Manager (MM) and Senior Community Assistant (SCA). Performance will be evaluated during the term of employment. Community Assistants are expected to comply with all reasonable requests of their supervisor(s) and other management personnel.

Time Commitments
The CM or designated supervisor must be made aware of in advance other activities that require the CA's time away from the community. This includes outside employment, membership in campus clubs/organizations, etc. In the event that a CA fails to meet the CM or designated supervisor's expectations, the CA will be asked to make a choice between the CA job and other employment. CAs should be realistic about co-curricular activities and manage their time effectively. Community Assistants are only permitted to work no more than a maximum of 15 hours per week for outside employment.

Training
All CAs must attend mandatory orientation and training sessions. Training will cover information vital to the success of the CA program. Training includes the AD in Leasing degree, team-building activities, procedural training, conflict mediation, etc. CAs are required to attend all activities and to be on time for all scheduled events.

Miscellaneous Responsibilities
The Community Assistants may be called on to perform additional responsibilities as needed. Community Assistants are required to assist during emergencies such as power outages, storms, etc. As much advance warning as possible for these situations will be given, but CAs should be understanding and flexible during emergency situations. After proper training, CAs will be responsible for assisting professional staff in working uncovered office shifts, manual labor as necessary, emergency situations, and all other items as assigned and as needed