



Community Assistant Job Description Collegiate Station Rolla

- Organizational Unit:** Collegiate Management Services, LP
- Classification:** Student Live-In position with \$50.00 Per Month Stipend
- Reports to:** Assistant Manager and Manager in Absence of Assistant Manager
- Function of Position:** The Community Assistant (CA) is assigned to a community area and is responsible for the students residing in that area. The CA is responsible for assisting students individually and in groups and is the primary facilitator of community development for their assigned area.
- Qualifications:** Active Individual with Proven Ability to Balance Academics and Social Activities. Must have a minimum of a 2.3 GPA at an institution of higher education.

Job Description:

Community Assistant Program Overview

In addition to the on-site professional staff, our Community Assistant program will consist of students who will receive their room in exchange for assisting in the implementation and performance of the following residence life initiatives:

- **Leasing (including Open House activities) and move-in orientation**
- **Programming and resident functions**
- **Student mentoring and counseling referrals**
- **Providing resources in personal development**
- **Providing available community staff**

The Community Assistant is the primary facilitator of the programming of their assigned community area. Expectations include:

Community Assistant job performance requirements

- Assist full-time with move-in and move-out of residents (immediately preceding and following each semester).
- To assist with leasing responsibilities as needed.
- To meet and greet residents when they move-in.
- To know the names and pertinent information about the residents in assigned community area.
- To maintain contact with residents and keep accurate resident rosters.
- To maintain a high profile in the assigned building area and be available and approachable to the residents.
- To set an example for residents to follow in conduct and scholarship.
- To be familiar with the various services available on campus.

- To monitor and evaluate the morale and progress of all residents in your assigned area and observe and respond to student behavior which may be indicative of personal, social, or academic problems. CA's are also responsible for referring students to additional campus and community resources or offices.
- To address and document inappropriate behavior and to mediate conflicts between residents.
- To enforce all rules and regulations of Property Lease and Resident Handbook. To follow up with residents who have had a problem.
- To pass out notices and bulletins to residents as requested by management.
- Community Assistants will serve on a rotating basis "on-duty" during evening hours and weekends as scheduled to assist in resident crisis situations, and will be accessible via telephone. "On-Duty" may be required for holidays and university closures.
- Because Community Assistants are hired to be responsible for the general well being of the students in their community, Community Assistants are expected to sleep in the community in which they live. This applies to both "duty nights" and "off nights" during the week.
- Attend all training and orientation sessions.
- To support and participate in all programs in the community.

Programming Requirements

- To implement and participate in at least the minimum number of required activities/programs each semester. The Community Assistant Staff shall be informed of the minimum number of programs at the beginning of each semester. A Community Assistant who does not complete this responsibility is subject to dismissal from employment.
- To help residents get to know each other.
- To plan, facilitate, promote, and encourage resident involvement in programs/activities.
- To plan effective, developmental programs focusing on educational, community and recreational needs.
- To plan and budget activities with and for the students in your area.
- To inform residents of community rules and regulations.
- To help residents develop a respect for each other's rights and freedoms.
- To help residents develop a respect for private and public property.
- To communicate with assigned residents through use of community area meetings, bulletin boards, flyers, posters, newsletters, and informal contact.
- To assist all residents in maintaining community standards.
- To assist in all community student programming efforts and attend all functions planned by Manager, Assistant Manager and Collegiate Management Services, LP.

Health and Safety Requirements

- To educate residents in safe exiting procedures, fire safety equipment, and assist in scheduled fire drills on a semester basis.
- To be familiar with all emergency procedures regarding fire evacuation and other crisis management.
- To complete all incident reports in an accurate and timely manner (Next Day).
- To assist in any activity, building problem, or community emergency situations whether on duty or not.

- To assist with any operational duty of the community as needed and to comply with any reasonable requests, specific directions, and legitimate concerns of the Manager, Assistant Manager or Management staff.
- To call 911 for emergencies.

Administrative Requirements

- To keep accurate records and perform administrative tasks timely and accurately.
- To complete room inspections and Room Condition Forms for all assigned rooms prior to move-in.
- To know and communicate all aspects of room changes and procedures.
- To investigate and report room and community area damages, missing property, housekeeping, maintenance, and student concerns.
- To assist maintenance staff by reporting possible preventive maintenance opportunities, as needed.
- To notify management of wasteful or inappropriate use of water, electricity or other utilities on the property.
- To determine whether or not all units in assigned building(s) are occupied and whether residents have returned from break periods.
- To submit weekly reports and attend weekly Community Staff meetings, as well as other regularly scheduled housing/residence life, and other pertinent campus meetings.
- To participate in orientation and training sessions on property and on-campus as directed. Attend all campus residential life training sessions as directed.
- To assess each emergency and non-emergency situation and make appropriate interventions.
- Report all thefts to the Manager and Assistant Manager and have any resident(s) involved complete the proper paperwork. Inform the resident(s) that he/she may file a report with Kingsville Police.
- To follow up on all incidents by completing all forms and paperwork.

Communication and Conduct Expectations and Requirements

- To maintain confidentiality of student and staff concerns. Issues regarding student concerns should never be discussed outside of staff meetings; no gossip allowed.
- To set-up and post regular contact hours during the week.
- To resolve personal and professional conflicts with other staff members in a professional manner.
- To obey all employee rules and regulations as described in the CMS Employee handbook.
- To meet informally with the Manager and Assistant Manager on a daily basis.
- To check communication mail center daily for messages and community information.
- To maintain respect and promote unity among fellow staff members by never doing anything to undermine the credibility of a fellow staff member.
- To maintain consistency in terms of policy enforcement as a staff as well as among residents.
- To report all behavioral infractions according to policies.
- To assist with public relations, always be prepared to explain community programs and staff duties to faculty, guests, parents, and students.
- To act as a role model in personal appearance, conduct, relationships with residents, and compliance community rules and regulations.
- Do not make personal conflicts a staff or community issue.

- Voice or address concerns with Collegiate Station Rolla and / or supervisor in a confidential and professional manner.

On-Duty Requirements

- To be available and on-time for scheduled CA on-duty responsibilities as scheduled by the Manager, Assistant Manager or CMS Management
- To be present on property at all times except for class times and report all unusual activity.
- To respond to all emergency housekeeping and maintenance needs.
- To assist with day-to-day business operations as needed.
- Make a minimum of two evening rounds of the property Sunday through Wednesday and three rounds on Thursday, Friday, and Saturday nights.
- To be in full control of all senses while on duty. Limit personal guests, telephone calls, academic commitments, etc.
- To make regular entries into the Communication Log during shift.

Physical and Skill Requirements

- Must be able to walk a minimum of four (4) flights of stairs several times daily.
- Should be able to lift at least twenty-five (25) pounds.

Ethical Expectations Summary

- **Perform all duties as assigned**
- **Treat all people with respect**
- **Confront problems and be proactive**
- **Confront and discourage harassment**
- **Maintain confidentiality**
- **Establish a healthy living environment**
- **Help students find channels to solve problems**
- **Refrain from the illegal use of drugs and alcohol, following state law**
- **Help to educate other students about alcohol**
- **Refrain from dating community members in your area of responsibility**
- **Support the office in word and in deed**
- **Abide by all university and community policies**

Time Off / Leave of Absence

If the Manager or Assistant Manager grant a Community Assistant time off in excess of 72 hours, then the Community Assistant will be required to pay to Collegiate Station Rolla the amount equal the total time away for a maximum of 15 hours per week. Room rental and board plan shall be used in determining the final amount. At no time will any Community Assistant be allowed more than fourteen (14) days away from required job duties. The Manager or Assistant Manager shall consult with the Assistant Vice President for Residence Life and Student Development prior to granting the decision.

A Community Assistant requesting extended time away, may be required to submit proper documentation (doctors' statement, etc) to have the decision considered.



Community Assistant shall obtain authorization from supervisor prior to being away overnight between Sunday and Thursday nights. Request(s) must be made a minimum of 24 hours in advance.

Pre-Semester Training

Collegiate Management Services, LP will provide training for Community Assistants prior to the Spring and Fall Semesters each year. Community Assistants are required to attend and participate in these training sessions. These training programs will primarily take place at the community but may extend to other parts of the campus and surrounding areas.

Community Assistant Signature

Date

Supervisor Signature

Date

Original – Community Assistant

Original – Employee File