



## **Duties and Responsibilities of the Community Assistant**

### ***Terms of Employment***

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All Community Assistant appointments are made for the term (semester, quarter, summer) and contingent upon satisfactory performance and compliance with all policies and procedures. Compensation includes a no cost bedroom or reduced cost bedroom and biweekly pay should the CA exceed the minimum number of required work hours.

### ***Supervision***

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Community Assistants are under the direct supervision of the Community Manager, and when applicable, additional guidance, support and representation from the Assistant Manager, Residence Life Coordinator, and Senior Community Assistant. 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.

### ***Staff Meetings***

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All Community Assistants must attend mandatory weekly staff meetings to discuss policies, share information and ideas and complete in-service training. The Senior Community Assistant and Community Manager will decide on the staff meeting times. Community Assistants should plan on at least an hour or more for this 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 CA's 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.

### ***Availability***

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Community Assistant are expected to be readily available to residents. All CA's are required to remain on the property a minimum number of evenings during the week as determined by the Community Manager. After 3:00 a.m., all Community Assistants must be on the premises. During the first two weeks after move-in, CA's are required to be readily available to assist new residents and set precedent in policy enforcement. Community Assistants should practice an "open-door" policy and should make residents feel comfortable when needing assistance.

First impressions are important. CA's should make the first contact with each student a positive one. Community Assistants will interact with residents on a regular basis. Community Assistants are charged with establishing rapport and respect among residents. CA's are responsible for knowing all of their residents' names and will be tested on their knowledge during the year.

## ***Leave Requests and Vacations***

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If a Community Assistant is planning to be away from the property overnight, he/she must fill out a leave request and leave the completed form with the Community Manager in advance of departure. This information is needed to contact staff members in the event of an emergency. After a leave request is submitted, CA's may consider it approved unless they hear otherwise from the CM. Each Community Assistant is permitted to leave a predetermined number of weekends and overnights a term. Only one-half of the CA staff may be gone from the property on any weekend. Only a limited number of CA's may leave during key university weekends -- these will be approved for special reasons only. There will be some days when CA's will not be permitted to leave. Community Assistants are required to be on property during all check-in and checkout periods and maintain coverage during summer and university break times.

## ***Resident Transition Periods***

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Community Assistants must complete unit inspections for every unit on their property before they may leave for any break period. Unit checks must also be completed before and after any resident checks in or out. All Community Assistant travel plans must be approved in advance by the CM. CA will be asked to assist with quarterly inspection of all units.

## ***Time Commitments***

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The CM must approve any other activity that affects CA's time away from the property in advance. This includes outside employment, membership in campus clubs/organizations, etc. Permission for approved off property time commitments may be revoked at any time if the CA's job responsibilities are negatively affected. The Community Manager may authorize a maximum number of hours per week outside for employment, campus organizations, etc.

## ***Grade Policy***

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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 GPA of at least 2.5 and be enrolled as a part-time student at the university. Community Assistants are required to provide transcripts upon request by the CM to verify enrollment. When scheduling classes CA's are permitted to take only one evening class per week and must receive permission from their CM before enrolling in credits that constitutes a full course load.

## ***On-Call Shifts***

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The Senior Community Assistant will schedule On-Call duties for the Community Assistants. At least one, usually two, CA's are scheduled to be on-call each night after regular business hours. On-Call Community Assistants are required to:

- Remain on the property or within a limited radius at all times and always carry the On-Call cell phone.
- Be on time for assigned shifts.
- Respond to any problems that may arise during non-office hours. 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 in full control of all senses while on duty and substance free.

- Find coverage from other CA's if they must leave the property due to an emergency or other CA related issue.

Community Assistant on-call responsibilities will require a substantial time commitment. Community Assistants may need to adjust their schedule to accommodate all on-call responsibilities. Community Assistants should make prior arrangements to switch on-call duty with other staff members if their schedule requires them to be away from the property for any extended period of time. On-call duty can become a positive time for CA's to be visible and meet other residents. Community Assistants are not permitted to schedule programs during on-call duty shifts.

### ***Office Shifts***

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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.
- Answer the telephone and take messages.
- Coordinate tours with On-Call CA.
- Assist with leasing, sales, and/or marketing.
- Be in full control of all senses while working.
- Communicate effectively with Leasing Staff, On-Call CA and Security Officers.
- Answer residents' and visitors' questions.
- Accept maintenance requests.
- Securing the office areas.
- Various administrative duties

### ***Leasing & Customer Service***

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All Community Assistants share responsibility for marketing the property. As leasing agents, CA's are expected to be properly dressed and represent the property sales efforts. During the assigned shifts, all CA's 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 marketing the property at all times while employed. Remember, full occupancy is critical to the success of the CA program.

### ***Weekly & Other CA Reports***

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All Community Assistants are required to submit a weekly report as required. Reports should include residents' suggestions for property improvements, complaints and concerns, as well as observations of Housekeeping, Maintenance, the Business Office, etc. All paperwork (e.g. forms, check-in/check-out materials, programming reports, on-call reports, etc.) is expected to be complete and submitted on time.

### ***Community Maintenance***

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Community Assistants are expected to take pride in their residents and the property. 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. Community Assistants should keep their community neat and clean at all times.

## ***Programming***

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In addition to conducting required community programming activities, all Community Assistants must attend and participate in all property-wide social and educational programs. All CA's will be responsible for planning, set-up and clean up of all functions and must participate in the events from the beginning to end. The CM must approve all absences from any events in advance.

CA's are encouraged to involve residents in program planning and implementation and should encourage attendance at all events. All Community Assistants are required to be involved in the planning, set-up, attendance, and clean up of all property-wide social and educational events.

## ***Communication***

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Open and frequent communication is necessary for successful community operations. The Community Manager encourages all CA's to regularly visit the CM's office. All Community Assistants should inform the SCA of all roommate and other resident conflicts and assist in all unit changes in their area if necessary. 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 SCA.

Prior to move-in, Community Assistants are required to post welcome signs to help residents feel welcomed. Community Assistants must also maintain communication with residents by posting signs, distributing memos, etc. Community Assistants should also help maintain the appearance of their area by removing old flyers, signs, staples, etc. from the public areas. Community Assistants are required to conduct a resident meeting at the beginning of each semester and throughout the year as needed.

CA's who maintain an online profile on social networking websites must do so in a way that does not disparage the Company, the property, or other employees/residents.

## ***Mailboxes***

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Community Assistants are expected to check their mailboxes daily. In addition, CA's 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.

## ***Community Assistant Training***

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All Community Assistants must attend mandatory orientation and training sessions conducted during the summer and at the beginning of each semester. These sessions will cover information vital to the success of the Community Assistant program. Training includes team-building activities, procedural training, conflict mediation, etc. Community Assistants are required to attend all activities and to be on time for all scheduled events.

## ***Policy Enforcement***

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It is the Community Assistants' responsibility to address violations that cross their path through regular exercise of their duties. At first, performing the role of policy enforcer may seem difficult. However, it 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 be familiar with all policies and procedures for confronting and documenting policy violations and all inappropriate behavior.

### ***Miscellaneous Duties***

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The Community Assistants may be called on to perform additional duties 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 CA's should be understanding and flexible during emergency situations. CA's are also responsible for assisting in cleaning biohazard spills, working uncovered office shifts, cleaning up broken glass, moving mattresses, manual labor as necessary, and all other duties as assigned and as needed.