



## **HOUSING & RESIDENCE LIFE COMMUNITY ASSISTANT POSITION DESCRIPTION**

The Department of Housing & Residence Life at UNC is committed to the education and development of student potential, both academically and personally, within an inclusive learning community that emphasizes the connection, support, diversity, and collaboration that makes it possible for the individual to succeed in their collegiate pursuits. The program seeks to maximize student involvement and learning through leadership opportunities, academic support initiatives, and dynamic programs designed to assist students in their own personal development. The department values inclusive community, personal touch, student learning, and facility excellence.

The Community Assistant (CA) is a student position requiring approximately 20 hours per week which includes approximately at least one duty week per month. The CA is an integral member of the Housing & Residence Life staff and supports the mission by facilitating and managing the following areas of the Residence Life program:

### **Community and Leadership Development**

- Support educational, social, civic engagement, and diversity related programs to foster the development of your community
- Develop community by encouraging residents to build relationships with one another and by encouraging consideration of and concern for others
- Be regularly available and visible within your community and be approachable to all students
- Encourage student connection to the university through campus events and leadership opportunities
- Identify and solve community issues such as interpersonal conflicts, personal problems, and crisis intervention through mediation and appropriate referrals
- Maintain a positive attitude and appreciate others whose views and attitudes are different than your own
- Create an environment where all students, regardless of race, religion, ability, gender or sexual orientation can learn and be engaged in the life of the institution
- Uphold and support all University and Housing & Residence Life policies
- Communicate regularly with the Manager regarding any community issues or concerns
- Support the mission and goals of the Manager and Assistant Manager in areas of programming and Community Council involvement
- Attend scheduled staff and Residence Life in-services

### **Academic Support and Retention**

- Design and promote community through programs and activities that create an environment conducive to high academic achievement
- Support academic programming and faculty interaction within the campus community
- Provide informal advising to students regarding academic decisions and goals as well as make appropriate referrals to campus resources
- Promote campus academic resources such as tutoring and Career Services

### **Individual Resident Relations**

- Develop helping skills to assist residents with their concerns and to provide guidance on an appropriate resolution when necessary
- Be sensitive to each individual's transition to the University community and make referrals as necessary
- Spend sufficient time within your assigned community to assess resident and facility needs and that the information is being communicated to the appropriate supervisor in a timely manner
- Continually serve as a role model for the community with well thought out decisions
- Maintain confidentiality of information at all times

### **Role Modeling**

- Community Assistants must display professional behavior and commitment to the Department and the University
- Residence Hall Staff are expected to uphold, enforce and live by campus alcohol and drug policies. Staff members have an obligation to hold each other accountable to the expectations for staff use of alcohol. Residence Hall Staff found violating policies outlined in the Housing & Residence Life Handbook, University Apartments and Houses Handbook, Student Rights and Responsibilities, and/or laws within the State of Colorado may be terminated.
- As an employee with H&RL, it is expected that staff act in a professional manner at all times. If a conflict or disagreement occurs, speak directly with your supervisor about the issue and discuss the situation. It is inappropriate to gossip or complain to residents or peers about job related items.

### **Administrative Responsibilities**

- Community newsletter
- Provide excellent customer service to students and guests through effective communication and follow-through
- Provide up to 4 scheduled hours of coverage to the front desk as part of the CA position. Additional hours of coverage are available to be paid at an hourly rate.
- Communicate effectively with students
- Complete all administratively assigned tasks thoroughly, accurately, and on time
- Assist in gathering data from the student population in order to facilitate developmental programming and program evaluation within Housing & Residence Life
- Complete necessary records associated with the student check-in/out process and turn in paperwork to your supervisor upon completion
- Educate students on proper fire safety and precautions within your living community
- Be available for duty coverage throughout the entire complex following the duty expectations outlined by your supervisor
- Attend and participate in staff meeting, one-on-one supervisory meetings, community council meetings, RHA meetings and Housing & Residence Life In-services
- Develop and maintain working relationships with Housing & Residence Life personnel
- Develop and maintain an effective working relationship with your supervisor for the purpose of supporting and communicating important aspects about the CA position

### **Professionalism**

- Maintain an effective working relationship with supervisor and co-workers
- Demonstrate good written communication skills in reports, correspondence, etc.
- Demonstrate good oral communication and listening skills
- Demonstrate quality decision making and evaluative skills
- Serve as a role model for students and staff in areas of ethical decision making and mature choices

- Project a positive attitude toward the position, department, and institution

### **Conditions of Employment**

- Time Commitments: The CA position is year-round beginning June 1<sup>st</sup> and ending May 31<sup>st</sup>. CA's that begin employment mid-year will complete their employment on May 31<sup>st</sup>. This is a live-in position, with regularly scheduled responsibilities (i.e., staff meeting, on-call duty responsibilities, and additional desk coverage); additional hours per week of time available to residents as needed.
  1. Prior Manager approval is required for hourly on campus employment.
  2. No student teaching or interning is allowed for the first semester of employment. Written requests and action plan for student teaching or interning must be submitted and approved by Manager and the Associate Director of Housing & Residence Life.
- CA's must have at least one (1) semester of residence hall or on campus apartment life experience
- Community Assistants are required to be full-time students at UNC while in the position (except during the summer & winter sessions)
- The undergraduate CA must carry and complete a minimum course load of twelve (12) semester hours and not to exceed sixteen (16)-credit hours per semester. Written request for permission to take additional hours (16 or more) needs to be addressed to the Manager. To remain employed, an undergraduate CA must maintain and successfully complete twelve (12)-credit hours a semester and a graduate CA must maintain and successfully complete nine (9)-credit hours a semester.
- Community Assistants are required to have a 2.5 cumulative GPA at time of employment. CAs must maintain a 2.5 GPA while in the position. In the event that a staff member drops below the 2.5 requirement, a one semester probationary period will be assigned for the staff member to meet the requirement.
- CAs must be in good conduct standing with the University and not be on any probationary period through the conduct sanctioning
- The CA will have on-going feedback and evaluations throughout the course of employment with Residence Life and the CA must maintain satisfactory performance of duties as well as academic conditions in order to continue employment.

### **Compensation**

- Compensation for the position consists of ½ of a 2-bedroom furnished apartment and a 120 meal plan and Dining Dollars equaling \$50 during the fall and spring semesters and a 50 meal plan during the summer semester.
- Financial Aid packages may be reduced while employed as a Community Assistant. It is important to check with the Financial Aid office to see how the position would affect your potential aid package.

### **Applying**

- Submit cover letter and resume to [jay.brooks@unco.edu](mailto:jay.brooks@unco.edu).
- Review of cover letter and resumes will begin immediately.
- Interviews will take place starting the week of February 22.

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