Community Assistant (CA) Job Description

Supervised By: Area Coordinator

PURPOSE OF POSITION:
The Community Assistant is the live-in person responsible for an assigned area within University Villages consisting of approximately 100 apartment units. They serve as a liaison between the University administration and the tenants within UV; foster an atmosphere for academic, social, cultural and emotional growth in UV by serving as a resource to the tenants and their families and assist in the enforcement of all University and UV policies. This position is 20 hours per week and runs for a full calendar year.

Compensation
CAs earn an apartment at University Villages and a stipend based on their apartment assignment. For the 2014-2015 contract period new CAs earn $10,722.

PRIMARY DUTIES:

Administrative
- Participate in all weekly staff meetings, trainings and in-service meetings.
- Maintain confidentiality of student information in accordance with Residence Life and FERPA policies.
- Participate in the recruitment and selection processes for Conference Assistants.
- Serve on RLO committees as assigned to assist in major departmental activities and processes.
- Act as a liaison between the University Villages Office and residents, as well as act as a referral for resources on campus and in the Missoula Community.
- Work four hours in the Community Center office during your duty night.
- Prepare reports for evaluation of programs, events and activities. (Surveys, monthly programming reports, individual meetings, etc.)
- Admit locked-out tenants to their apartments when you are on duty
- Check-in tenants when on duty and in cases where arrangements have been made for them to arrive after office hours or on weekends.

Community Development
- Welcome new members to the University Villages Community, specifically in their assigned area.
- Assist in developing educational, social, wellness programs for their specific area as well as for the entire University Villages Community – 4 small area programs per semester and 2 large overall programs during the course of the each semester.
- Refer/assist in resolving neighborhood disputes through yourself, the University Village Staff or the mediation service.
- Be available for tenants to visit with you, visible in your area four nights a week (one of these nights will be your weekly night duty night and one being a weekend night). Visual survey their area of responsibility on a daily basis for maintenance, storage and/or life/safety problems. ie: washing machines need to be inside apt. or in storage, broken glass needs to be picked up, broken windows, garbage that has been blown around, etc.)
- Deliver fliers for events to your area or all areas as needed.
- Work with other Community Assistants staff in promoting University Villages events and assisting in emergency situations when necessary.
- Provide excellent customer service while working with residents, both at the front desk and in day-to-day interactions.
- Communicate student concerns with University Villages and Residence Life.
Conduct

- Reflect positive behavior and follow all University of Montana Student Code of Conduct requirements, Residence Life policies and state and federal laws both on and off campus.
- Report all violations of the University's Student Code of Conduct and file appropriate Incident Reports and Conduct Reports for all situations.
- Encourage resident responsibility and report all vandalism.
- Perform the “CA on Duty” functions: DUTY Maintain duty one night between Sunday – Friday, 5:00 pm – 8:00 am. Weekend duty will be rotated between six staff members and will entail being on duty from Saturday morning through Sunday afternoon at 5:00 pm. Holidays that fall on weekdays will mean being on duty all day, similar to the weekend hours.

Maintenance

- Assist residents with other minor maintenance problems not requiring Journey level skills (i.e.; plugged drains, toilets; relighting furnaces and water heaters, etc.)
- Notify University Villages craftsmen when necessary for emergency repairs
- Check all doors and gates before leaving the office for security and help maintain cleanliness of the office before closing.
Work Agreement for Community Assistant

University of Montana - Residence Life Office

Terms of Employment

Work Agreement Period
The Community Assistant (CA) work agreement period is for one full year. For the 2014-2015 academic year CAs will be employed from June 1, 2014-May 31, 2015. Employment will be inclusive of the above dates with the exception of those periods approved by the Director or Associate Director of Residence Life.

Compensation
Remuneration for this position is an apartment and stipend for a total value of $10,722.00. If the CA opts to have a roommate in the apartment then the value of the rent from the roommate will be paid in a stipend. CA staff that continues into the position for the 2015-2016 academic year will receive an additional $250 stipend in addition to the value of the CA contract. This cash stipend will be paid through the University of Montana Payroll System in semimonthly installments in accordance with the student payroll schedule.

Eligibility
The CAs must be enrolled as full time University of Montana students, but limit their course work to a maximum of 18 credit hours (12 credit hours for graduate student CAs) and must successfully complete at least 12 undergraduate (or 9 graduate credits) each semester. The CAs may only take fewer than 12 undergraduate or 9 graduate credit hours or more than 18 undergraduate (or 12 graduate credits) hours with prior written permission from the University Village’s Office Manager. The CAs will be required to turn in documentation each semester of their credit hours to the University Village’s Office Manager and one copy will be placed in their personnel file.

The CAs must maintain at least a semester and cumulative grade point average of 2.25. Failure to meet these GPA requirements may result in adverse employment action, up to and including termination. If at any time the CA’s semester or cumulative GPA falls below a 1.5 in either semester, the CA will be terminated.

Supervision
The CAs are directly supervised by the University Village’s Office Manager. They also work closely with the Residence Life Director, Associate Director, Assistant Directors, and Maintenance Supervisor.

Reassignment
The CAs are expected to understand they may be assigned or reassigned to University Villages duties at the discretion of the Residence Life Office.

Personal Conduct

Role Model
The CAs are expected to reflect positive behavior and follow all University of Montana Student Code of Conduct requirements, Residence Life policies and state and federal laws both on and off campus.

- Any CA under 21 years old who consumes alcohol will be subject to disciplinary action, up to and including termination
- Any CA 21 years old or older may consume alcohol responsibly with others who are at least 21 years old.
• The CAs may not at any time engage in, enter, or remain in any area or premises where illegal drug use is occurring. Illegal drug use is defined by the Student Conduct Code, and state and federal laws.

• Any CA who violates the Student Code of Conduct, Residence Life policies or any state or federal laws may be subject to dismissal.

Equal Opportunity
The CAs are expected to be familiar with and follow The University of Montana Equal Opportunity Statement: “The Equal Opportunity and Affirmative Action Office at The University of Montana strives to support a diverse community accepting of all individuals regardless of their race, color, sex, age, religion, creed, marital or familial status, union affiliation, physical or mental disability, sexual orientation, national origin, veteran status, or political beliefs. This office will work to eliminate barriers which inhibit persons from achieving their full potential in education, employment, and other programs and services at the University. The principles of equal opportunity apply to faculty, staff, students, and members of the public.”

Relationships
The CAs are expected to understand that dating and/or sexual relationships with students living in University Villages can negatively influence the dynamics of the CA position. Therefore, if such a relationship does or could likely develop, the CA will notify the supervisor immediately. If a CA dates anyone in the CA’s direct community area or in an area under the responsibility of the CA, the Residence Life Department may require one of the students to move and the CA be moved with a new assignment.

Time Commitments

Work Commitments
The CA shall agree to give the CA position priority in fulfilling the responsibilities as defined by the job description over other activities except for the CA’s academic responsibilities. The CAs shall agree to the following unless given prior approval for an exception in advance and in writing from the Director of Residence Life, Associate Director of Residence Life or UV Office Manager. The CAs are expected to attend and actively participate in student staff training, in-service trainings, weekly staff meetings and departmental assignments. This includes, but is not limited to:

• Participation in CA Training in June.
• Participation in Student Staff Training in August of each year.
• Reviewing the CA Staff Manual thoroughly during training and as needed throughout the year.
• Attending weekly staff meetings as scheduled by the UV Office Manager.
• Participation in the selection process for 2015-2016 Residence Life Community Assistant Staff.
• Participation in departmental responsibilities as assigned.
• Remaining in the position through the work agreement period.

Time Commitments
The CA’s work week is designed as an average of 20 hours per work week. The CAs are expected to understand that work in University Villages is not easily translated into hours worked per day or per week. Emergencies cannot be anticipated. The CAs will spend the necessary amount of time in the community and on the job until all responsibilities have been met. If a CA’s time significantly and consistently exceeds what is reasonable, the CA is obligated to notify the supervisor. Time commitments for the job include:

• Administrative hours which include regularly scheduled responsibilities at staff meetings, departmental assignments, special programming activities, paperwork, and specific administrative functions as described in the job description.
• On-call hours which include: availability for drop-in discussions, individual counseling/advising, and response to other building/resident concerns.
- Additional time as needed to build respective, inclusive, positive communities and to preserve the welfare of the University Villages community including resident drop-in discussions, emergencies and other items that may arise. General availability to residents is critical to meet the student needs, develop a positive community, and to effectively contribute to the building staff team.
- During times when CAs are not on duty, they are still expected to address the needs of their residents as needed.
- The CAs may be required to take on additional hours for desk duty and administrative assistant coverage, which will be compensated at the prevailing hourly rate.

**Outside Commitment**
The CAs are expected not to accept or retain other assistantships or part-time employment which negatively affects the ability of the CA to fulfill CA responsibilities.

**Community Development**

**Community Engagement**
The CAs are expected to be the live-in person in charge of a specific area within University Villages consisting of 80 to 130 apartments. The CAs are expected to:
- Act as a liaison between the UV residents and the UV Office and welcome new members to the UV community, specifically in their assigned area.
- Assist with building “community” among the residents in University Villages through programs, small-group interactions, and surveys of their assigned area.
- Provide educational, wellness and social programming for the residents and dependents in the specified area and to assist in the enhancement of their college experience as outlined during training.
- Refer and assist in resolving neighborhood disputes through mediation by the CA, the UV Staff or mediation services.
- Deliver the Cornerstone Newsletter and other fliers as needed.
- Encourage UV resident responsibility and report all vandalism.

**Availability to the Community**
The CAs are expected to maintain availability and visibility with residents and staff during evening hours and weekends. The CAs are expected to:
- Discuss with their supervisor if they will be away from UV over a holiday to ensure appropriate coverage of the community area.
- Work at least two duty night between Sunday – Friday, 5:00 pm - 8:00 am. Four of these hours will be office hours worked at the Community Center/University Village office and the reminder as “on call” hours (4 hrs=1 work agreement hr). If the CA performs more than 2.75 hours of work between 9:00pm and 8:00am (emergencies, large number of lock outs, etc.) then the CA would be paid the additional time after the 2.75 hours. If all work (rounds, lock outs, etc.) is completed in less than 2.75 hours, then the CA will only count the quarter time on-call hours.
- Work weekend duty on a rotation between six staff members, with two staff members on call one as primary on-call and one as secondary on-call. Primary Weekend Duty entails being on duty from Saturday morning at 8:00 am through Sunday afternoon at 5:00 pm. Hours are figured as “on call” (4 hrs=1 work agreement hr). Secondary Weekend Duty entails being on duty from Saturday at 5:00pm- Sunday at 8:00am and assisting the Primary Weekend Duty person with rounds, lock-outs, maintenance, and other calls. Holidays that fall on weekdays will mean being on duty all day as the University Villages Office will be closed.

**Duty**
The CAs are expected to perform “CA on duty” functions (2 nights/week) and the accompanying desk hours required (4 hours/week), complete thorough rounds of the community and call appropriate University staff (Public Safety, etc.) when issues arise or are discovered.
The CAs are expected to respond to inappropriate student behavior that is a violation of campus policies and procedures or community standards. The CAs shall confront the action in question, complete and submit objective conduct or incident reports to their supervisor.

The CAs are expected to assist with checking in new tenants after hours by issuing keys and completing the required check in paperwork.

While on duty according to the CA duty schedule, the CAs will remain in University Villages from 5pm-8am on weekdays and 8am on Saturday-5pm on Sunday on weekends and be available by duty cell phone. While on duty CAs may not leave University Villages unless given permission by their supervisor.

The CAs are expected to check and lock all doors and gates at the UV Office at the beginning of the duty shift.

**Maintenance Concerns**

The CAs are expected to assist with minor maintenance problems (i.e.: re-lighting pilot lights, plugged toilets and drains, etc.) as well as knowing the proper procedure for calling out the maintenance personnel for emergency situations. The CA staff is expected to visually survey the assigned area on a daily basis for maintenance, storage or safety problems.

**Confidentiality**

The CAs are expected to maintain confidentiality concerning all residents and protect student information. All confidential materials (rosters, etc.) that are kept in the staff apartment should be properly stored in a locked location to ensure residents do not have access to the information. All conversations concerning residents and other staff must happen in private areas and only with necessary persons.

**Appropriate Use of Keys and Access Cards**

The CA position requires CAs to be responsible for keys and/or access cards that provide access to residents’ apartments and The University of Montana Residence Life buildings. This responsibility must be taken very seriously and CAs will follow all Residence Life key and access card policies. Any CA who loses a key and/or an access card, must notify their supervisor immediately. If any CA member loses a key and/or access card, this may result in termination.

**Administrative Duties**

The CAs are expected to assist with all administrative duties as assigned.

**Resident Transportation**

The CAs are expected not to transport residents in the CA capacity, including, but not limited to, programming and health and safety transport.

______________________________ is extended an appointment as a Community Assistant in University Villages at the University of Montana Residence Life Office for the 2014-2015 academic year, June 1, 2014- May 31, 2015.

This work agreement is in concert with the Fair Labor Standards Act, Section 785.23 which specifies that an employee who resides on the employer’s premises on a permanent basis or for extended periods of time is not considered as working all the time they are on the premises. Ordinarily, such employees may engage in normal private pursuits and thus have enough time for eating, sleeping, entertaining, academic pursuits, and other periods of complete freedom from all duties when they may leave the premises for purpose of their own. It is, of course, difficult to determine the exact hours worked under these circumstances and any reasonable agreement of the parties which takes into consideration all of the pertinent facts will be accepted.
If failure to fulfill the responsibilities of this position results in termination of employment, it is understood that this work agreement becomes null and void and compensation will cease as of the date of dismissal. Termination does not preclude other sanctions from the University based on violations of The University of Montana Student Conduct Code or the Residence Life policies.

I accept the position designated above as a member of the Residence Life Staff of The University of Montana for the year and agree to the conditions stated herein.

_________________________________
Signature of Community Assistant

_________________________________
Community Assistant Printed Name

_________________________________
Signature of Director of Residence Life