

# Community Assistant (CA) Position Description

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*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 may earn a small stipend based on their apartment assignment.

## **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/ Village Assistants.
- Serve on Residence Life committees and quality circles 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 assigned duty night(s).
- Prepare reports for evaluation of programs, events and activities. (Surveys, monthly programming reports, individual meetings, etc.)
- Admit locked-out tenants to their apartments while 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 – 3 small area programs per semester and 3 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). Visually 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 Student Conduct Code violations and concerning behaviors through the Maxient conduct system.
- Encourage resident responsibility and report all vandalism.
- Perform the “CA on Duty” functions as part of a team of 6 Community Assistants.

## **Maintenance**

- Assist residents with other minor maintenance problems not requiring Journey level skills (i.e.; plugged drains, toilets; visual assessments, 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.
- Conduct health inspections each semester in coordination with the Area Coordinator and staff.