

Community Assistant (CA) Position 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 80-120 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 promoting the general well-being. This position is 20 hours per week and runs for a full calendar year.

Compensation

CA's earn an apartment at University Villages and may earn a small stipend based on their apartment assignment.

PRIMARY DUTIES:

Community Development

- Welcome new members to the University Villages Community, specifically in their assigned area.
- Initiate and promote the development of apartment social, cultural, and educational programs as outlined by the Area Coordinator and complete all programming reports in a timely manner.
- Promote programs, monthly traditions, bus stop programs, and other events through eye-catching and creative advertisement.
- 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, one secondary and one being a weekend night).
- Visually survey their area of responsibility on a daily basis for maintenance, storage and/or life/safety problems. i.e.; 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 Area Coordinator and UM Housing.

Administrative

- Participate in all weekly staff meetings, trainings, and in-service meetings.
- Work four hours per week at front office to assist in general desk operations and assigned administrative tasks.
- Maintain confidentiality of student information in accordance with UM Housing and FERPA policies.
- Participate in the recruitment and selection processes for Conference Assistants/ Village Assistants.

- Serve on UM Housing committee 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.
- 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.
- Complete program proposals, evaluations, and new tenant meet and greet tracking requirements as outlined by their Area Coordinator and Community Development Coordinator.

Conduct

- Reflect positive behavior and follow all University of Montana Student Code of Conduct requirements, UM Housing 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 “On Duty” functions by conducting rounds of the community and addressing any concerns.
- Complete the Area Duty Log for each set of rounds completed while on duty.

Maintenance

- Assist residents with other minor maintenance problems not requiring Journey level skills (i.e., plugged drains, toilets; visual assessments, etc.)
- Notify craftsmen through dispatch when necessary for emergency repairs.
- Check all doors 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.

Minimum Qualification

- Be a full-time student (12-18 undergraduate credits, 9-12 graduate credits)
- 2.25 GPA
- Be in good conduct standing with the university
- Interest in working with people

20 Hour/Week Breakdown

Task	Hours Per Week
Community Development (Community Walk/ Monthly Traditions/ Other Programs)	2-4
1:1 with AC	0.5
Staff Meeting	2
Committee	0.5
On-Call/ Duty/ Front Desk Hours	9-12
Other Responsibilities	1-2