

Village Assistant (VA) Position Description

Supervised By: Area Coordinator

PURPOSE OF POSITION

The Village Assistant is the live-in person responsible for an assigned area within Lewis & Clark Village (LCV) engages with 2-3 individual apartment buildings. They serve as a liaison between the University administration and the residents of the village; to foster an atmosphere for student learning, social, cultural and emotional growth in the village by serving as an advisor/counselor to the residents; & to assist in promoting the general well-being. This position is 20 hours per week & runs for a full calendar year.

Compensation

VA's earn an assigned 2-bedroom apartment at Lewis & Clark Villages.

PRIMARY DUTIES:

Community Development

- Welcome new members to the Lewis & Clark Village Community, specifically in their assigned area.
- Initiate and promote the development of Lewis & Clark Village social, cultural, and educational programs as outlined by the Area Coordinator and complete all programming reports in a timely manner.
- Promote monthly all-LCV programs, bus stop programs, monthly traditions, and other events through eye-catching and creative advertisement.
- 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.)
- Refer/assist in resolving neighborhood disputes through yourself, the University Village Staff or the mediation service.
- Deliver fliers for events to your area or all areas as needed.
- Work with other Village Assistants staff in promoting LCV events and assisting in emergency situations when necessary.
- Provide excellent customer service while engaging with residents, both at the desk and in day-to-day interactions.
- Communicate student concerns with their Area Coordinator and UM Housing.

Administrative

- Participate in all weekly staff meetings, trainings, and in-service meetings.
- Maintain confidentiality of student information in accordance with UM Housing and FERPA policies.
- Participate in the recruitment and selection processes for Community Assistants/ Village Assistants.
- Serve on UM Housing committees as assigned to assist in major departmental activities and processes.
- Act as a liaison between the LCV Office and residents, as well as act as a referral for resources on campus and in the Missoula Community.

- Work three desk hours in the Lewis & Clark Village office during assigned duty night(s).
- Admit locked-out residents to their apartments while on duty
- Check-in residents when on duty and in cases where arrangements have been made for them to arrive after office hours or on weekends.
- Assist with room checks as required by LCV Office Manager and Area Coordinator.
- Assist with move-in and move-out at the beginning and end of each semester.
- 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” function 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, etc.)
- Notify the 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 | 9-12 |
| Desk Hours | 4 |
| Other Responsibilities | 1-2 |