

TENNESSE STATE UNIVERSITY
Office of Housing & Residence Life
2014-2015 ACADEMIC YEAR

COMMUNITY ASSISTANT POSITION

Qualifications

- Have excellent customer service skills
- Have a student friendly personality
- Possess Good Conduct and role models positive behavior
- Must live on campus during the term of employment
- Available to work 10 hours a week for floor and/or desk duty hours
- Available to attend hall meetings and student programs at least once per week
- Must have a 2.0 GPA or higher
- Be enrolled fulltime
- Must be able to pass various levels of background screenings

Application Process:

Complete a Student Employee General Application Form online at www.tnstate.edu/housing and return it to the Residence Life Central Office. Additional information may be required. Please note position(s) will be open until filled.

Community Assistants are responsible for assisting with basic duties including, but not limited to, greeting visitors, answering phones, taking messages, covering the office during the lunch hour, providing support for the floor Resident Assistant (RA)/Assistant Residence Hall Director/Residence Hall Director and/or other Housing Administrators, distributing important information to floor residents, preparing display/bulletin boards, setting up for hall programs and assisting with special projects as assigned. Community Assistants should be prepared to work 10 hours per week. No on-call responsibilities are assigned, except during emergency situations.

Job Duties and Expectations: The main responsibility of the Community Assistant (CA) is to provide support, encouragement and leadership to his/her community. Community Assistants are also required to live on the floor or in the residential community for which he/she is responsible.

Community Assistants help to establish a positive living/learning environment and work closely with the hall staff to provide customer service assistance to residents. This is accomplished by the following:

- Building relationships with the residents
- Assisting the residents in developing relationships with each other
- Serving as a knowledgeable resource regarding campus services and offices
- Interpreting and enforcing University policies
- Role modeling positive behaviors and attitudes
- Promoting student involvement at the University
- Demonstrating helping skills while interacting with those residents in need
- Supporting hall events, programs and meetings

Community Assistants also perform the following administrative tasks:

- Assist with check-in and check-out of residents
- Assist with beginning of semester openings and end of semester closings
- Keep a log of resident contacts
- Documenting conduct violations and filing incident reports
- Reporting maintenance and facility concerns
- Providing written feedback to the Hall Staff regarding floor concerns
- Planning and initiating hall programs
- Performing other duties as assigned

Compensation:

In addition to the valuable experience, leadership training and other special perks, Community Assistants (CA's) are paid a stipend of \$200 per month (not to exceed \$1,000 per semester) provided they complete the check list of responsibilities assigned for each month. No additional financial compensation or special room accommodations will be made.