Community Assistant Job Description

Position Overview:
It is our mission to create a Community Assistant position that students recognize and respect. We are recruiting and hiring only dedicated, caring, enthusiastic, and hard working students who support the goals of this program. Community Assistants are a welcoming presence in their assigned building as well as a resource for students. The Community Assistant will work with Resident Assistants to keep them informed about student activity in the building.

- Share in building duty rotation between the hours of 11pm and 3am Wednesday-Saturday.
- Be timely for all shifts, meetings, and training sessions.
- Verify residents of the building by checking their key and/or access card.
- Sign in all non-residents on the visitor guest sheet.
- Ensure that each resident meets their guest(s) in the main lobby and signs them in. No guests will be allowed to enter the building without being signed in.
- Focus on the entrance and exit of residents and guest(s) at all times.
- Approach students with a helpful, customer service approach and provide them with important information as provided by other staff members.
- Act professional and courteous at all times.
- Help residents by attempting to answer general questions about the building or campus.
- Notify in-building staff of student and facility concerns as they present themselves.

Staff Expectations:
- Support the missions of the Office of Residence Life and the University.
- Maintain and update CA book and relevant information regarding contact information and duty schedules.
- Notify supervisor of conflicts in duty schedules.
- Contact Area Supervisors about any and all concerns relating to duty first
- Attend two meeting per month with Area Supervisor
- Attend all trainings and meetings designated by supervisor.
- Attend a monthly meeting and all meetings called by Program Coordinator
- Participate in performance evaluation process with supervisor once a semester.
- Provide feedback on the Community Assistant Program to the Program Coordinator.
- Notify in-building staff of student and facility concerns as they present themselves.
- Know and report emergencies to Resident Assistant staff.
- Maintain the department’s standards of professionalism.
- Maintain confidentiality of work-related issues.
- Wear the required uniform, name tag, and required accessories.
- Participate in coverage for staff move in and other events (sporting events, university activities) as needed.
Desk Etiquette:
- Personal phone calls are not allowed either on the desk phone or cell phone.
- No more than one guest is permitted at the desk during a duty shift.
- Door should not be propped open and all efforts to insure that they are closed and secured is expected.
- Televisions are not permitted.
- Headphones should not be worn.
- Do not engage in any unprofessional behavior while on scheduled shift.
- Complete all job responsibilities before personal or school work.
- Studying and the use of Laptops are permitted but remember you must be alert and monitor everything that may occur. The desk coverage is the first priority while on duty.
- Be polite, courteous, and helpful at all times.
- You must be seated BEHIND the desk at ALL TIMES.
- The desk must be neat, clean and orderly at all times.
- Sleeping is NOT allowed while on duty.
- You should not report to work under the influence of alcohol or drugs.
- Please DO NOT write on the binders or the desks.

PERFORMANCE ISSUES:
The Community Assistance Program exists as a part of the weekend emergency response protocol for Residence Life. Failure to perform CA duties as explained to you in training may result in a breakdown of this protocol. As a result, job performance issues will be followed up with in a timely manner by the Program Coordinator.

Point System
- Late to scheduled shift: (1)
- Switching too late: (1)
- Not finding a replacement: (2)
- No Show/No Call: (2.5)
- Not attending a meeting: (2)

5 points = Termination

*Conducting your job under the influence of alcohol or other drugs will result in immediate termination.

QUALIFICATIONS
- Fully matriculated student at New Brunswick/Piscataway campuses.
- Strong communication skills.
- Provide a resume including work experience and extra-curricular activities.
- Include the name and contact information of two references we may contact.
- Applicants must have a minimum GPA of a 2.3.
- No Judicial Sanctions.
- Ability to work breaks and holidays in applicable buildings.

REMUNERATION
Wednesday – Saturday: Community Assistant 11:00 PM to 3:00 AM $9 per hr