Community Assistant Coordinator | Position Description

Overview of the Position

I. Position Summary: NC State’s community assistant coordinators support the oversight of service desks and mail centers. They serve as peer leaders responsible for coaching and supporting community assistants to complete responsibilities in a high-paced environment. All community assistant coordinators serve one of NC State’s service desks or mail centers, including
   A. Avent Ferry Complex - Swan Quarter Hall, Holmes Hall, ES King Village Commons Building, North Hall, Quad Commons, Bragaw Hall, Wolf Ridge - Tower Hall, Wolf Village - Gray Hall, and Wood Hall.

II. Employment Dates: Employment in this position is for one academic year. Individuals hired can request to return through the yearly request to return process.
   A. Start date: Sunday, August 3, 2023 (5:00 p.m.)
   B. End date: Sunday, May 5, 2024 (5:00 p.m.)

III. Work Schedule: Hours for the position vary between the academic year, training, and periods when the residence halls are closing or opening.
   A. Average hours during the academic year: The position averages 20 hours a week. Specific work hours vary with significant responsibilities completed between 8:00 a.m. and 8:00 p.m. daily.
   B. Hours during student staff training and move-in and move-out periods: The position averages 35 hours a week for the first two weeks of employment.

IV. Work Location: Position duties and responsibilities are performed on-site and in-person within NC State’s residential communities in Raleigh, North Carolina.

V. Supervisor: All community assistant coordinators report to a desk supervisor.

Duties and Responsibilities

I. Leadership
   A. Supervise a team of community assistants in collaboration with a desk supervisor.
   B. Coach and train community assistants during shifts to promote skill development, resolve issues, and maintain excellence in customer service.
   C. Provide direction and support for community assistants including serving as a resource, providing performance feedback, evaluating, and offer supplemental training to sustain operations.
   D. Create and manage community assistants’ service desk and mail center work schedules.
   E. Work assigned shifts including unscheduled and missed shifts shifts by community assistants or coordinate coverage for unscheduled and missed shifts.

II. Service Desk and Mail Center Operations
   A. Process mail and packages received at service desks including documenting, inventorying, and tracking within University Housing’s package tracking system.
B. Provide oversight to key and access management systems during shifts including audits maintaining security, documentation, and the distribution key and access resources.

C. Support processes to open and close residential communities at the beginning and end of each semester, during University break periods, and as identified by University Housing.

D. Complete administrative and general office tasks such as: answering phones, filing, responding to emails, answering phone calls, laminating, paper cutting, printing, scanning, shredding, sorting, labeling, stuffing envelopes, cleaning the service desk area, and completing administrative activity logs.

E. Manage equipment checkout processes including issuing to residents, auditing the condition and quantities, and reporting issues.

III. Customer Service

A. Provide excellent customer service to all residents, guests, faculty, staff, and parents by responding to inquiries and referring appropriate resources.

B. Serve as a information hub for stakeholders visiting service desks and mail centers.

IV. Residential Community Support

A. Understand and follow emergency procedures to report crises, incidents, and emergencies with an ethic of care and refer residents to appropriate resources.

B. Understand and support local, state, and federal laws; University Policies, Code of Student Conduct; Community Standards; and University Housing procedures to NC State's residents and guests.

V. Inclusion

A. Advocate and model acceptance, appreciation, and response for all residents.

B. Demonstrate a consistent willingness to interact with all residents regardless of various cultures, beliefs, values, or identities; including race, ethnicity, gender, gender expression, sexual orientation, socioeconomic status, ability, ideology, religion, and national origin.

C. Commit to learning and understanding how cultures, values, identities, and experiences shape perceptions and biases.

VI. Training and Development

A. Participate in all required training and continuing education experiences.

B. Attend regularly scheduled team meetings and one-on-one meetings with supervisors.

VII. Other Responsibilities

A. Complete other duties as assigned to support University Housing including but not limited to working at non-assigned service desks, assisting with increased mail and package operations, and working shifts during emergencies and inclement weather events.

VIII. Compliance

A. This position must handle confidential information appropriately and is bound by the Family Educational Rights and Privacy Act (FERPA). This position is also a Campus Security Authority (CSA) under the Clery Act as well as reporting responsibilities under Title IX for any crimes or incidents of sex discrimination of which they are made aware. In addition to reporting, training is required for these designations.

Updated September 2022
Eligibility Requirements and Qualifications

To qualify for the position, an individual must be enrolled at NC State and meet the following eligibility requirements and qualifications:

I. **Credit Hours:** Enrolled in at least 12 undergraduate or nine graduate credit hours during the Fall and Spring semesters.

II. **Grade Point Average:** A minimum of a 2.8 cumulative grade point average at the time of appointment, and once employed, maintain a minimum of 2.8 cumulative and semester grade point averages.

III. **University Disciplinary Charges or Sanctions:** Students are not eligible for the position if; at the time of the employment offer, the start of employment, and during employment:
   A. They are on Academic Integrity Probation for less than one complete Fall or Spring semester related to academic misconduct as identified in the Code of Student Conduct; or,
   B. They have any active sanctions for non-academic misconduct as identified in the Code of Student Conduct.

IV. **Housing Application and Agreement:** Complete an NC State housing application, which includes acceptance of the housing agreement during the Housing Selection process.

V. **Terms and Conditions of Employment:** Read, understand, and agree to the position's terms and conditions of employment before beginning employment.

VI. **Physical Requirement:** Due to the nature of outreach activities and mail/packaging processing, community assistant coordinators should be able to lift, push, and carry up to 25 pounds with or without reasonable accommodation and sit or stand for extended periods. If you need accommodations, adjustments, or accessibility considerations for employment, please contact NC State’s Equal Opportunity and Equity Office by visiting: [https://diversity.ncsu.edu/requesting-an-accommodation/](https://diversity.ncsu.edu/requesting-an-accommodation/).

Compensation and Resources for the Position

The total compensation and resources for individuals who begin work on the official start date and conclude employment on the official end date:

I. **Stipend** $4,000.00 Taxable income paid biweekly during the employment dates

II. **Value of Technology** $376.00 ResNet/internet and streaming/cable

III. **Value of Housing** $7,050.00 Assigned double room within a residence hall

$11,426.00 Total value of all compensation and resources

Compensation and resources for the position are prorated for any student who begins employment after the official start date or concludes employment before the official end date of employment.

Affirmative Action / Equal Opportunity Employment

NC State University is an equal opportunity and affirmative action employer. All qualified applicants will receive consideration for employment without regard to race, color, national origin, religion, sex, gender identity, age, sexual orientation, genetic information, status as an individual with a disability, or status as a protected veteran.

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If you have general questions about the application process, you may contact University Housing via email at housingjobs@ncsu.edu. Individuals with disabilities requiring disability-related accommodations in the application and interview process, please call 919-515-3148 or email ada_coordinator@ncsu.edu.

Final candidates are subject to criminal & sex offender background checks. NC State University participates in E-Verify. Federal law requires all employers to verify the identity and employment eligibility of all persons hired to work in the United States.