

# ***WEST CAMPUS COMMUNITY ASSISTANT (CA)*** ***APPLICATION DIRECTIONS***

*West Campus ~ Bragaw Hall, Lee Hall & Sullivan Hall*

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## **Dear Community Assistant Applicant:**

University Housing is pleased that you are interested in applying for the position of Community Assistant (CA). Please carefully read the qualifications and position description. If you qualify and are interested in joining our team, complete the attached application, attach your resume, two professional reference forms, and **submit the complete application packet to the Service Desk you are applying to.** Incomplete applications will not be considered.

## **Position Description**

University Housing at North Carolina State University strives to help maintain the safety and security of the halls, as well as aid in the emotional, educational and cultural development of residents. The Community Assistant (CA) is a member of University Housing staff of the Division of Academic and Student Affairs (DASA). The Department requires the Community Assistant to be a highly skilled and knowledgeable staff member that can and will respond to a variety of situations in a professional manner. The basic functions of the Community Assistant are to provide high quality customer service to all residents and guests through the residence hall Service Desks.

## **Minimum Qualifications**

1. Must be a full-time NCSU student (*at least 12 hours undergrad credit hours or 9 hours graduate credit hours*)
2. Must have a minimum cumulative and semester grade point average of 2.5 upon application, and for each semester employed as a CA.
3. Must be in good academic and conduct standing with the University,
4. Must pass a background check, and
5. Must attend all trainings, meetings and required events.

## **Basic Job Duties Include but are not limited to:**

- **Customer Service**
  - Provide excellent customer service to all residents, guests, faculty, staff, and parents,
  - Have working knowledge of all policies, procedures and forms used at the desk,
- **Building Access & Security of Keys and Fobs**
  - Maintain key/fob security, temporary/extended key checkouts, key/fob audits/logs, key/fob recore/replacements, key/fob accountability, and building access,
  - Be accountable for management of keys and fobs during shifts. This includes accurate documentation of the distribution of temporary and permanent keys/fobs,
- **Mail and Packages**
  - Process resident United State Postal Service (USPS) mail, United Parcel Service (UPS), FedEx packages, care packages, other correspondence, and deliveries,
- **Equipment Rentals**
  - Perform equipment rentals and audits,
- **Resident Check-in & Check-outs**
  - Facilitate resident check-ins, check-outs, transfers, and room changes including Room Condition Report forms, keys, and fobs,
- **Building Information Hub**
  - Effectively communicate with residents, guests, and staff in-person, via phone and email
  - Serve as a resource hub for students inquiring about campus resources, off campus resources, locations, etc.,

- **Crisis Hub**
  - Serve as initiator of emergency response following protocol and chain of command,
  - Identify and report policy violations, safety concerns, students in need, etc.,
  - Maintain confidentiality at all times,
- **Administrative Duties**
  - Laminating, paper cutting, printing, scanning, sorting, labeling, stuffing envelopes, and other duties as needed/assigned,
  - Lost and Found for the building,
  - Serve as a resource for inquiries regarding room reservations,

## Basic Expectations

- Wear staff shirt and nametag during each shift,
- Report to work 5 minutes early for every shift,
- Attend all mandatory staff meetings and all mandatory training sessions,
- Verify hours worked after each shift online via KABA and sign bi-weekly timesheets by due date,
- Ensure the desk area is neat, clean, and professional looking at all times,
- Serve as a student leader and representative of University Housing while on and off the clock,
- Work collaboratively with other CAs, Resident Assistants (RA) and Housing Staff to ensure a positive, safe, and inclusive atmosphere is created and maintained,
- Abide by University Housing Policies, and
- *Perform other duties as assigned.*

## Shifts

- Service Desks are open 7 days a week. Most Service Desks operate 24-hours a day.
- The workweek begins 12:00 AM Saturday and ends 11:59 PM Friday
- The Service Desk is open on holidays and CAs work scheduled shifts unless the desk is closed
- Shifts are assigned for the semester and the CA is responsible for their shift coverage
- If unable to work or complete a shift, CAs are responsible to find the replacement and notify the supervisor(s) (the CAC & AA/PC) in writing via email and update the shift coverage log,

## Supervision

- The Residence Hall's Administrative Assistant (AA) / Project Coordinator (PC) and the building's Community Assistant Coordinator (CAC) will jointly supervise the Service Desk Community Assistants.

## Compensation

- Community Assistants are paid an hourly wage. The CA starting rate of pay is \$8.50/hour. An annual increase of 25 cents is granted at each year anniversary up to \$9.00/hour.

## Employment

- All CA appointments are at-will and appointed on a semester-by-semester basis,
- Job performance will be reviewed each semester by the supervisors (CAC & AA/PC)
- A written two week notice (letter of resignation) is required prior to the end of the assignment

*\*\*You keep the application directions page. Do not submit the directions pages with your application\*\* Following these directions is a test and part of the selection process\*\**

**Please return this application, resume and two professional reference form directly to the Service Desk you are applying to. Questions? Please contact the hiring manager, West Campus Project Coordinator, Erica Cutchins at [ebcutchi@ncsu.edu](mailto:ebcutchi@ncsu.edu) or 919-515-6709. Thank you.**