



## **Community Assistant Position Description**

### **Position Overview**

Community Assistants provide outstanding customer service to residents, primarily when the Community Clubhouse and Apartment Facilities Offices are closed. Community Assistants (CA) live in the community and serve on-call for residents after hours, responding to questions, concerns, and emergencies. Community Assistants demonstrate University Housing's core value of creating a Home away from Home for residents by responding to calls, usually in person, to assess situations, educate residents, mediate issues, and solve the resident's issue in a timely manner. Community Assistants also develop community by welcoming residents to the community; creating, implementing, and assisting with events; mediating conflicts among neighbors; and educating residents on community resources.

### **Qualifications**

A Community Assistant must be currently enrolled in at least one credit hour at Mississippi State University and understand the university's policies and procedures. Below are the minimum qualifications and skills:

- This position is a 12-month position that is employed starting in May.
- Applicants must be eligible to live in College View Apartments, and eligible to work in the U.S. Successfully obtaining the Community Assistant position cannot be the employment qualification that makes an applicant eligible to live in College View Apartments. To be eligible to live in College View Apartments you must fit into one of the following categories:
- Undergraduate Student: must carry a minimum of 12 credits per semester for an academic year.  
o Graduate Student: Graduate students must carry a minimum of 6 credits per semester for an academic year. If a student is a dissertator, 3 credits per semester for an academic year are required.
- If a cumulative GPA ever reaches below 2.50, it calls for an automatic release of the position. If a semesterly GPA falls below 2.50, one academic probationary period is allowed while employed by the Department of Housing and Residence Life. If an additional semesterly GPA falls below 2.50, while employed in the department, it will call for an automatic release from the position.
- Community Assistants may not hold any assistantship, fellowship, or other employment on or off campus without prior notification, and authorization from the Associate Director for Residence Life.
- International students must follow employment laws that are set based on their student visas.
- Community Assistants are required to remain on campus during academic break periods (i.e., Fall Break, Thanksgiving, Winter break, Spring break, Summer School Sessions.)
- Community Assistants must live in their assigned staff apartment during their employment with University Housing.
- Community Assistants may take days away from the community each College View calendar year, with approval from the Community Director for College View Apartments.

### **Responsibilities**

#### **Communication**

- Communicate relevant details about interactions with residents and trends within the community. Demonstrate sensitivity concerning the privacy and confidentiality of students and student information
- Utilize professional communication in all forms (written, verbal, non-verbal) when interacting with residents, parents, MSU employees and College View staff
- Be familiar with campus and community resources and services and be able to communicate needed information.

- Engage in weekly community staff meetings and distribute the information with residents.

### **Administration**

- Maintain accurate records and reports regarding daily operations, leasing, resident services, marketing, and maintenance
- Be aware of all responsibilities and requirements by utilizing the appropriate resources provided by Housing &
- Residence Life

### **Crisis Response**

- Participate in on-call duty rotation, including nights, weekends, and designated holiday breaks
- Actively respond to concerns by taking the direction of HRL and Greystar leadership and documenting incidents within the residence hall related to students in crisis, roommate conflicts, policy violations, maintenance issues, and natural disasters
- Utilize resources available including the Standard Operating Procedures and the Incident Report Grid

### **Interpersonal Skills**

- Maintain positive and collaborative working relationships with all MSU and Greystar employees
- Appropriately and effectively utilize conflict management, emotional intelligence, critical thinking, problem-solving, listening, and decision-making skills
- Provide support, resources, and referrals when assisting residents in the areas of student success, acclimation to college, and wellness that is relevant and meets the needs of the student(s)

### **Community Engagement**

- Foster community by being visible and available for residents throughout the complex and clubhouse.
- Offer educational opportunities for students by assisting with educational community events and facilitating various residential curriculum strategies (community hours, passive events, bulletin boards, etc.).
- Partner and work alongside College View Staff to strengthen the experience for residents by promoting community events, updating residents on the lease and policies, and helping provide resources and needs for the community.

### **Leadership Development**

- Serve as a representative for the university, department, and College View by practicing suitable behaviors regarding advocacy balance, recognition, stewardship, and team building.
- Role model academic success as a student, maintaining the academic expectations of the role.
- Role model personal responsibility by knowing, upholding, and adhering to all university, HRL, and College View policies and regulations.
- Attend and engage at all required training, meetings, and events with the opportunity to co-present
- Participate in semesterly performance evaluations and fulfill all duties assigned by the supervisor

### **Conditions of Employment**

The employment period begins with pre-semester training and concludes after the semester graduation at a date given by the Department of Housing and Residence Life.

- Job assignments may be changed by the Department of Housing and Residence Life at any time during employment.
- Such changes would be made in the best interest of the working situation and/or individual.
- During employment, Community Assistants must abide by the following conditions:

- Receive approval for 10 hours of secondary employment off-campus.
- Receive approval before enrolling in more than 16 credit hours in a semester.
- The renewal of this position is not automatic. Satisfactory performance evaluation by the supervisor and participation in the established Returner Process is required.
- It is required to submit an Intent to Return for renewal of this position to be considered. Failure to submit by the set deadline results in automatic release from the role.
- Failure to perform duties, abide by policies, or misuse authority of position may lead to documentation or immediate dismissal.
- Please be advised that staff members may only have one probation, either academic OR behavioral, while employed within the Department of Housing and Residence Life.
- Grade replacements will not be accepted. Once placed on academic probation, it will remain in your file.
- Community Assistants who are released or resign from their position due to academics are subject to one semester between employment within the Department of Housing and Residence Life.

### **Disclaimer**

*MSU is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, ethnicity, sex, religion, national origin, disability, age, sexual orientation, genetic information, pregnancy, gender identity, status as a U.S. veteran, and/or any other status protected by applicable law. We always welcome nominations and applications from women, members of any minority group, and others who share our passion for building a diverse community that reflects the diversity in our student population.*