

## University Housing Job Description

**Title:** Community Assistant

### Basic Function and Responsibility

Required live-in position to assist in the day-to-day operations and develop community among the residents of the University Apartments. This is a 10-month position from August 6, 2009 – May 28, 2010, and requires an average of 20-hours a week. Hours will vary but include night and weekend hours.

### Characteristic Duties and Responsibilities

- Greet all new residents moving to the assigned neighborhood. Play important role in acclimation to new community.
- Get to know residents and neighborhood by being visible and available to residents. Develop and maintain appropriate personal connections with these residents.
- Stay informed of resident concerns and serve as advocate for those concerns.
- Be knowledgeable about the University Apartments policies and help residents to understand these policies. Support, communicate, implement and enforce policies. At end of year help develop policies for following years.
- Be able to effectively respond to emergencies and problems (including maintenance), primarily evenings and weekends. Participate in the University Apartments On Call Duty Rotation.
- Assist residents in resolving housing and general living problems and refer to appropriate services. Serve as mediator and resolve on-the-spot conflicts when necessary.
- Develop, implement, and present educational and social programs for tenants. Support and attend other apartment sponsored events.
- Assist with check-in processes.
- Conduct check-out inspection of apartments.
- Assist in yearly health and safety inspections.
- Work with custodial, maintenance and office staff in areas of mutual concern.
- Assist in maintaining an acceptable level of appearance of the interior/exterior of buildings and grounds.
- Maintain atmosphere conducive to self-discipline and study.
- Submit accurate and timely reports.
- Assist in recruitment and selection of new RAs, CAs, Hall Coordinators, etc.
- Attend training workshops and weekly staff meetings.
- Attend bi-weekly one-on-one meetings with Graduate Coordinator.
- Perform other duties as assigned.

### Supervision Received

General supervision is received from the Graduate Coordinator or other designated official.

### Qualifications

- Must be a current University of Iowa full-time student. One year residence hall/university apartment or related work experience preferred, but not required.
- Must maintain a minimum GPA of 2.5 each semester during the term of employment. Each semester of employment individual must achieve a minimum of 2.0 semester GPA. CAs must pass 70% of all credits attempted each semester. CAs must maintain full-time student status during fall and spring semesters.
- Must possess valid U.S. driver's license and have ability to meet standards of the UI Fleet Safety Program.
- As a condition of employment the CA must reside in the University Apartments
- Excellent verbal and written communication and organization skills and ability to effectively work with a diverse population and adjust to challenging situations is required.
- Reasonable experience in using computers; including Word, Excel, and e-mail.
- Ability to show responsibility for own time-management.
- Creative and self-motivated individual with demonstrated leadership experience.

### Reimbursement

- Two-bedroom apartment. Each CA is furnished with bed, desk & chair, and table & chairs. This also includes air-conditioning, utilities and parking.
- Stipend of \$4000 prorated over a 10-month employment period, full meal plan, and \$100 Hawk Dollars per semester.