**Community Assistant Position Description**

The Community Assistant (CA) is the primary contact with residents at the front desk. Community Assistants work assigned hours each week as a point of contact and assistance for current residents, their guests, and visitors to the housing complex. The primary responsibilities include answering questions, completing necessary paperwork for the front desk, giving housing tours, assisting with check in and out of residents, checking out equipment at the front desk and acting as a resource to the residents and visitors of the building. While at the desk, CAs may accept deliveries and sort mail, assist with student lock-outs, and assist during hall openings and closings.

**General Responsibilities:**
- Work assigned hours each week and all required weekends (up to 19 hours each week)
- Attend all required CA training at the end of June and beginning of September.
- Additional training throughout the quarter may be required if necessary.
- Attend regular CA meetings as assigned.
- Assist with opening and closing of residence halls. This means the CA might be required to stay late or come back early during vacation periods.
- Act as an information source to residents and visitors.
- Complete all necessary paperwork in a timely and accurate manner.
- Display a positive attitude toward residents, building staff and visitors.
- Do not violate any of the Student Housing or University policies. Failure to do so will result in automatic probation with the possibility of termination.
- Check and respond to UWB e-mail on a daily basis
- Perform various administrative tasks as assigned.
- Perform within the professional standards as expected by Student Life.
- Desk work is the first priority. All desk work must be completed before homework. Games are not permitted at the front desk, nor lap tops.
- Other duties as assigned by the Student Life Staff

**Minimum Qualifications:**
- Good judicial and Residential Life standing
- Strong customer service skills
- Must be ready to begin training as assigned; Resident Director will communicate return dates and times.
- Maintain UWB cumulative GPA of 2.50 or better. Failure to maintain this cumulative GPA may result in loss of your position. Failure to achieve a semester grade point average of 2.50 or employment will result in probation. Failure to achieve a semester grade point average of 2.00 or better will result in the loss of your position.

**Preferred Qualifications:**
- Previous employment with customer service
- Strong organizational and computer skills

**Compensation:**
- The starting compensation is $12.00 per hour.