



**Department of Residence Life and Housing**  
**Ritchie Hall 119**  
**Akron, OH 44325-1401**  
**(330) 972-7800**

**COMMUNITY ASSISTANT  
POSITION DESCRIPTION  
AND TERMS OF  
EMPLOYMENT**

Community Assistant positions are held by both graduate and undergraduate students. Community Assistants are members of the Department of Residence Life and Housing eligible to be compensated hourly for working at any of the Department's eight Service Desks. Community Assistants report directly to the Desk Manager for the Service Desk(s) they are assigned to. Therefore, Community Assistants assigned to multiple desks would report to multiple Desk Managers. Community Assistants are available at the Service Desks to assist students and staff as well as any visitors. The following responsibilities comprise the significant duties assigned to Community Assistants. Other duties may be assigned to Community Assistants by their Desk Manager, Residence Life Coordinator, or Associate Director for Residence Life or his or her designee.

---

### **General Responsibilities**

- Assist in maintaining a 24 hour service desk by arriving 10 minutes prior to the start of assigned shifts and be available 30 minutes after assigned shifts in the event that another CA does not show up for the following shift.
- Complete an accurate inventory of all items at the desk at the start of every shift according to prescribed guidelines.
- Keep an accurate account of all hours worked on his or her timecard and submit timecards according to deadlines.
- Keep confidential all information discussed in meetings, memos, or overheard from any of the staff offices unless directed to share the information with residents by supervisor.
- Direct all delivery attempts of packages, flowers, etc. to the Department of Residence Life and Housing in Ritchie Hall.
- Maintain a clean and orderly service desk by adhering to Desk Manager's guidelines for maintaining logs, equipment storage, *etc.*

### **Customer Service Responsibilities**

- Assist The University of Akron and the Department of Residence Life and Housing in answering questions from students, staff, and visitors or directing students, staff, and visitors to the appropriate means of obtaining the requested information whether in person or via the phone.
- Greet everyone who enters the building with a smile and acknowledgement, according to guidelines outlined in the Service Desk Manual.
- Ensure that all administrators, faculty, and staff are greeted with a smile and questioned to see if he or she needs assistance.
- Correctly answer resident's questions concerning vending machine and laundry refunds due to machine malfunctions.
- Assist residents in contacting a Resident Assistant if they are locked out.

### **Residence Hall Security Responsibilities**

- Ensure that the alarm panels for the building indicate that all doors are secure.
- Verify the identity of every person who enters the building by checking their ID, ensuring that the picture on the ID matches the person and that said person is a resident of that building.
- Ensure that all persons who are a guest (male or female) of a resident of the building are registered according to the guidelines outlined in the Service Desk Manual.
- Ensure that all guests are escorted by their host 24 hours a day.
- Ensure that no guest is allowed in the building whose name is listed on the Banned Visitors Log.
- Report all suspicious, disruptive, or inappropriate behavior to a Resident Assistant, Residence Life Coordinator, or The University of Akron Police Department.
- Respond to all emergencies (such as fire, tornado, power outage, etc.) as outlined in the Service Desk Manual.
- Handle lost and found items according to guidelines outlined in the Service Desk Manual.

### **Administering Services Responsibilities**

- Answer the service desk telephone and transfer calls according to guidelines and procedures outlined by the supervisor and the Service Desk Manual.
- Accurately log the use of all residence hall equipment.
- Accurately log the use of all computer lab access cards/keys, if applicable.
- Properly distribute supplies to residents (such as toilet paper, trash bags, light bulbs, batteries, etc.), if applicable.

- Ensure that resident IDs that are given in exchange for equipment, computer lab access, etc. are not lost or stolen and stored according to guidelines.
- Distribute available Residence Life and Housing forms, instruct residents where to turn the forms in, and advise students to contact a Residence Life Coordinator or the Department of Residence Life and Housing if they have questions regarding the forms.

### **Residence Hall and Community Leadership Responsibilities**

- Assist the Residence Life Coordinator in the implementation of departmental surveys, research studies, hall government elections, *etc.*
- Adhere to University Student Code of Conduct, all residence hall guidelines, and Community Assistant expectations and policies.
- Other duties as assigned by the Desk Manager, Residence Life Coordinator and/or Associate Director of Residence Life and Housing or his or her designee.

### **Terms of Employment**

1. Be enrolled in twelve (12) academic credits at The University of Akron. Graduate student Community Assistants are required to be enrolled in nine (9) academic credits. Community Assistants who drop below full-time status once hired may not continue to work. Community Assistants who have been dismissed from or leave the University during the time of their employment will be terminated immediately
2. Must complete a successful background check.
3. Maintain at least a 2.0 cumulative grade point average and a 2.0 semester grade point average. Community Assistant grades will be checked at the end of each semester and summer session.
4. Maintain a good conduct standing with The University of Akron, as discerned by the Associate Director for Residence Life and Housing.
5. Period of employment is the academic school year. Training and preparation for Service Desk operation will require the Community Assistant's attendance and participation in training and activities prior to the start of the semester.
6. The Community Assistant staff is responsible for maintaining 24-hour coverage of all eight Service Desks. This will necessitate weekend and late night responsibilities and assistance in covering vacant shifts.
7. Salary is \$6.85 per hour **or** \$7.85 per hour during night shifts. Night shifts include Sunday through Thursday 12:00 AM – 8:00 AM and Friday and Saturday 8:00 PM – 6:00 AM. Community Assistants eligible for college work study will be paid at the equivalent rate.
8. Each Community Assistant will be required to work a minimum of 10 hours per week as available shifts permit.
9. Any student employee is allowed a maximum of 30 hours per week for **all campus employment combined** during the academic year.

The University of Akron is an Equal Education and Employment Institution.