Community Assistant Application Packet

2016-2017 Academic Year

California State University, Bakersfield
Office of Residence Life
Community Assistant Position Description
The Community Assistant (CA) is a part-time para-professional staff member working for the Office of Residence Life and the Division of Student Affairs. The CA will serve to support the residential population of Student Housing West (S.H.W) including the residents of the Housing Guest Services Program. CAs must possess a willingness to commit time and energy to help develop an educational environment in the residence halls and to provide services for residents. CAs are expected to work cooperatively and effectively with peers, housing guests and University staff and faculty. The CA position requires flexibility, adaptability, strong decision-making skills, and enthusiasm in order to respond to changing needs and situations. CAs must also be willing to confront violations of University policy and effectively resolve individual and group conflicts. The necessary qualifications and major responsibilities of the position are described below.

Qualifications
Due to the nature of this position, all CAs are required to meet or fulfill certain qualifications established by the Office of Residence Life. The following stipulations are placed on students hired to serve as CAs:
- Have and maintain a minimum quarterly and cumulative GPA of 2.25.
- Applicants must be full time CSUB students with one year of University studies completed.
- Have and maintain a good disciplinary record at CSUB.
- Residence hall or group living experience preferred.
- Demonstrated leadership experience required.
- Experience in working with diverse groups.
- Must be available to work the entire academic year.
- Outside commitments cannot interfere with the CA position.

Residential Responsibilities
The following items are the basic responsibilities of a Community Assistant that will serve a population of approximately 80 students and guests in Student Housing West and support the Housing Guest Services Program. Specific responsibilities may vary slightly according to area.

I. Community Development
   A. Foster a sense of community for approximately 16-20 students and guests residing in your assigned building and those within the larger residential community.
   B. Know residents of SHW individually and develop appropriate interpersonal relationships with each member of the community.
   C. Provide consistent communication with residents through individual interaction, post all University and residence life notices appropriately, hold regular floor/hall meetings, develop programs, etc.
   D. Work with University staff and residents to maintain safe living conditions including fire safety and personal security equipment, including offices on the first floor of each building.
   E. Identify, develop, support the goals and work with student leaders in residence hall areas including Residence Hall Association organization and other student groups.
   F. Encourage participation in building and campus-wide programs and activities.
   G. Foster an environment conducive to academic success.
   H. Create monthly educational bulletin boards.

II. Programming
   A. Develop, implement and evaluate programs and activities for residents.
   B. Support and encourage participation in University activities sponsored outside the Office of Residence Life.
   C. Solicit faculty participation in residence hall programs and activities.
   D. Involve residents in the planning and implementation process of programs.

III. Peer Advisor/Referral Person
   A. Role model appropriate behavior and attitudes.
B. Help residents adjust to University life with respect to a variety of developmental issues.
C. Mediate conflicts between students including roommate conflicts.
D. Spend adequate time in building and in residential area fostering approachability with residents.
E. Serve as a resource person for University services such as the Office of Student Involvement and Leadership, Health Center, Counseling Center, UPD, Academic Support Services, Office of Career Exploration and Community Engagement, etc.
F. Refer students to the appropriate University resource for assistance and information.
G. Respond to emergency situations.
H. Maintain a positive attitude and demonstrate enthusiasm for the CA position.
I. Information you learn regarding fellow CSUB students should be kept confidential unless it is a health or safety concern, which should then be brought to your supervisor’s attention.

IV. Community Standards Agent
A. Adhere to residence life and University policies.
B. Confront all incidents of inappropriate behavior and refer students for assistance.
C. Document violations of University rules and regulations.
D. Inform students of policies and procedures as well as safety and security issues.
E. Maintain a fair and impartial disposition towards residents regardless of their disciplinary history.
F. Address Community Standard issues within building.

V. Administrative
A. Attend and participate in regularly scheduled weekly staff meetings.
B. Meet with supervisor on a regular basis to discuss building/residential issues, performance issues and personal concerns.
C. Attend and participate in all training activities including Fall CA training that will begin two to four weeks prior to hall opening; Winter Staff Preparation Days, Winter Renewal Training, Spring Orientation, and Staff Development Sessions. These training dates are non-negotiable and include both day and evening workshops. No other plans may be made during these days.
D. Assist with the opening/closing of the residence halls at the beginning/end of the year and for all break periods, and conduct required health and safety inspections. For residence hall closings, CAs are required to remain on campus until each residential areas inspection is complete.
E. Complete routine paperwork (i.e., program request forms, room/common area condition reports, duty reports, maintenance reports, occupancy checks, incident report forms, etc) accurately and on time.
F. Assumes duty approximate to 7 to 8 weekdays and 2 to 3 weekend days per month, and as assigned by supervisor. Responds to inquiries and emergencies from residents, University police and other University units as directed. Must be accessible and physically able to respond to situations at all times when on duty. Will be required to serve on duty during semester breaks.
G. Submits daily reports of any damage or maintenance requests to the Housing Office. Performs periodic walk through, and responds to maintenance and custodial needs on a routine basis so as to maintain a quality physical environment. Daily interaction is expected with the Housing Office.
H. Participate in recruitment and selection of subsequent CA staff, including orientations, informational sessions, and interviews.
I. Assist in filling the void if a position within your area becomes vacant.
J. Check email and Office of Residence Life mailbox on a daily basis.

Guests Service Responsibilities
Responsibilities focus on providing all aspects of guest lodging and event services including youths, students and adults. Duties are extremely varied requiring flexibility regarding work schedules and job responsibilities. Work hours include a combination of day, evening, weekend, and overnight on-duty hours.

A. Operate guest service desks; use conferencing software to perform guest check in and check out; payment collections, control, and deposit; key control; mail distribution; guest information services; perform a variety of other guest services.
B. Operate guest and conference registration areas, which include equipment set up and break down; preparing and posting directional signs; providing room information; controlling and handing out keys and dining cards and substitute for other student staff members as needed.
C. Perform facility security inspections; maintain accurate financial records; record information in appropriate log books and keep other detailed records while demonstrating a high customer service attitude and demeanor. Lock and secure desk and buildings.
D. Provide assistance during guests and conference services events such as water, ice deliveries and their set up/break down; general clean-up of inside and outside areas; setting up refreshment locations; performing other duties as assigned.
E. Assist campus food service whenever required. This includes, but is not limited to directing traffic, and set up/break down of catered venue.
F. Abide by State Law, University, Student Housing, and Guest Housing policies and regulations including department dress code.
G. Follow policies and procedures specific to Guest Housing when injuries, policy violations, or facility issues occur to respective staff and guests (including required incident report documentation).
H. Role model appreciation of differences while fostering an inclusive community. Have an understanding of and commitment towards housing principles of community.
I. Organizational and administrative skills to meet deadlines with attention to accuracy, detail, and timeliness.
J. Ability to work both independently and cooperatively with others, and receive direction and feedback from a supervisor.
K. Ability to work under demanding circumstances; maintaining composure and diplomacy under pressure.
L. Attention to accuracy, detail, and punctuality. Demonstrated responsibility and positive attitude in work setting
M. Work with support staff to meet service commitments to guests.

**Terms of Employment**
The employment period for an CA is for one entire academic year (Fall and Spring). While employed it is expected that all CAs:

- Maintain a minimum semester and cumulative GPA of 2.25 throughout the entire term of employment.
- Remain full-time students at California State University, Bakersfield.
- Return approximately two to three weeks early during the summer to attend Fall Training and return to the University prior to the opening dates at each break, as well as stay beyond the closing dates at each break as directed by the Office of Residence Life.
- Receive approval from supervisor prior to participating in secondary employment or major extracurricular activities (athletics, Greek organizations, student government, etc.).
- All outside commitments or activities are subject to supervisor’s approval. Staff members will place the CA job second only to their studies as a priority for the academic year. Other activities such as fraternities, sororities, community organizations, other jobs, etc, will be scheduled around the CA job. On or off campus work may not exceed 20 hours per week.
- Fulfill all CA responsibilities
- Fullfill other duties as assigned by supervisor, Area Coordinator or Assistant Director of Residence Life.

**Compensation**
CAs receive a credit that covers a single residence hall room rate in Student Housing West and an adjusted meal plan for the academic year as in-kind payment. In-kind payment is considered income and may affect Financial Aid Awards.

**Employment**
Employment begins in late July or early August 2016 and continues until the residence halls close at the end of the Spring Semester in May 2017. CA responsibilities include all trainings, building openings and closings and semester breaks. Specific dates will be available at a later date.

**Application Process**
To be considered as an CA applicant, the student must:
- Submit completed CA application to the Office of Residence Life by May 17, 2016 by 5:00PM. Applications received after the deadline will not be considered.
- Have 2 reference forms completed (provided in application packet) by: A present or former employer, current faculty/staff members, teacher or school counselor. Reference forms are due by Wednesday, May 25, by 4:30PM. Candidates whose references are received after the deadline will not be considered. Candidates who also applied for the Resident Assistant Position need not submit a reference form.
- All applicants are encouraged to submit a copy of your current resume.
- To submit an online application, visit the Student Housing Employment page or click here.

**Hints to Help You Prepare for the Interview Process**

**Interview Tips**
- Dress neatly and professionally.
- Do not chew gum.
- Be five minutes early for your interview.
- Familiarize yourself with the job description and requirements—Talk to your current CA to learn more about what the position entails.
- Come prepared with questions.
- Be ready to talk about yourself and accomplishments.
- Be yourself!

**Possible Interview Questions**
- What interests you in the CA position?
- What strengths do you think you can bring to this position?
- What do you like about being a student on campus?
- What aspects of the CA position would you find challenging?
- How would you go about meeting your residents and establishing a community in your building?

**CA Selection Timeline**

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<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>Tuesday, May 17th</td>
<td>Applications due to the Office of Residence Life</td>
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<tr>
<td>May 19th - May 26th</td>
<td>Interviews with professional staff</td>
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<tr>
<td>Wednesday, May 25th</td>
<td>References due to the Office of Residence Life</td>
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<td>Before June 4th</td>
<td>Decision email sent to all candidates</td>
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