

Apartment Community Assistant Job Description 2019-2020

The Apartment Community Assistant (ACA) is a member of the Residence Life Team and is responsible for the general administration, development, and implementation of student life in the apartment communities. The ACA is directly responsible to the Apartment Programming & Assignments Coordinator (APAC). The ACA is responsible for providing resources and assistance to create a community that supports and enhances all aspects of student life. An ACA is a full-time undergraduate or graduate or law student at the University of Idaho that lives in the apartment community and is a representative of the apartments and Housing & Residence Life within the University. Performance expectations include, but are not limited to the following activities:

Qualifications

- Maintaining a 2.5 grade point average (both semester and cumulative) while holding the ACA position at the University of Idaho.
- Have completed the equivalent of two semesters of post-secondary education by June 2019.
- Be enrolled as a student at the University of Idaho with a maximum of 18 credits per semester for undergraduates and 12 credits per semester for graduate and law students; minimum of 12 credits per semester for undergraduates and 3 credits for graduate and law students. More credits may be taken with prior-written permission of the APAC.
- Must live in a designated on-campus apartment upon commencement of employment and during the term of employment.

Community Development

- Must demonstrate a commitment to excellent customer service.
- Greet all new residents within 48 hours of their arrival to the community.
- Serve as a resource and referral for social, academic, and personal issues.
- Serve as a contact for residents (and their family members).
- Initiate and maintain contact with each resident in assigned area.
- Work with the APAC and other officials in dealing with crisis and emergencies.
- Act as a positive representative of the University of Idaho and Housing & Residence Life at meetings and events; as well as to all students, their families, and those who visit the University of Idaho.
- Solicit information from students to effectively promote the mission of Housing & Residence Life and disseminate information to keep residents fully aware of campus activities, policies, news, and procedures established by University of Idaho and University Housing.
- Assist Housing & Residence Life office staff in contacting residents in a timely fashion, as needed.
- Enforce, confront, and document any behavior that is inconsistent with University and Housing policies.
- Maintain apartment community security with weekly walk thru and report situations immediately.
- Assist with Health & Safety inspections once per academic year (typically November).

Program Development

- Work with the APAC to assess residents' needs and develop programs that enrich the experience of those in the apartment community.
- Work with the APAC and other ACAs to continue the programmatic traditions of the communities (i.e. Carnival, Welcome Back BBQ, etc.).
- Plan, implement, and evaluate one community program per month, in addition to annual programmatic traditions.
- Cultivate and sustain partnerships with local and University organizations.

Ethical Guidelines

- The ACA will not use their authority to enter apartments, except in case of emergency or approval from Supervisor(s).
- The ACA will bear financial responsibility for negligence in the use of any University resources provided to him/her.
- The ACA understands that all confidential and private information gained through the ACA role as a staff member is not permitted to be shared or posted in any format.
- The ACA will abide by the Code of Ethical Standards for ACAs

Administration

- Attend mandatory Apartment Community Assistant Training beginning in July 2019.
- Report directly to the APAC for management and operational aspects of the apartment communities.
- Return all assigned check-in/check-out paperwork to the University Housing Office within 48 business hours, as well as upload photos to DropBox when completing an Apartment Condition Form.
- Distribute approved fliers and other materials within 48 hours unless directed differently by APAC.
- Fulfill administrative responsibilities and other expectations as assigned by the APAC.
- As a staff member, will promote consistency, problem-solve, and provide personal and professional support by maintaining prompt and open communication with all members of staff.

- The ACA is subject to written evaluation at least, but not limited to, once each semester by supervising APAC.
- The ACA must be part of an on-call duty system, which provides emergency coverage during the week, as well as weekends. Duty is from 5:00PM to 7:00AM Monday through Thursday and 5:00PM Friday to 7:00AM on Monday. Each ACA will serve at least 7 days per month. The ACAs will also cover duty over break times by dividing equally among the staff (Thanksgiving break, Winter break, Spring break, Summer months). The ACA on-call will carry a University-issued mobile phone and may not leave the Moscow city limits.
- ACA will use the on-call mobile phone ONLY in relation to needs of their role as a University Employee.
- When On-Call, log all phone calls in the On-Call duty log.
- Assist residents in completing maintenance Service Request forms as needed.
- Maintain contact with the necessary Housing & Residence Life office staff. Check and respond to e-mails daily.
- Other projects, duties, and tasks as required and assigned by the APAC.
- Assist Housing & Residence Life Office staff in contacting residents in a timely fashion, as needed.
- Participate in recruitment of new ACA staff.
- Respond to maintenance requests and/or accompany a maintenance staff member to an apartment.

Time Commitments

The ACA position is a **leadership** position and requires a significant time commitment. Over the course of an academic year, the position averages out to about 15 hours per week. However, some periods of time will require greater staffing demands (such as training, high check-in/check-out times, duty rotation, special activities, campus crisis, etc.) and all staff are expected to be available and respond as required. Some scheduled and unscheduled time commitments:

- Must provide APAC class schedule as well as when any changes occur.
- Bi-weekly ACA staff meetings (up to 1 hour).
- Bi-weekly one-on-one with the supervising APAC (up to 1 hour).
- Apartment Check-ins/Check-outs (up to 5 hours per week, higher volumes in December & May/June/July).
- Must be available to work the first Saturday and Sunday prior to each semester.
- On-call mobile phone duty (min. 7 nights per month).
- Time dedicated toward program development and implementation (up to 5 hours per week).
- UIdaho Bound recruitment events (2-4 hours per event).
- Monthly community walk-through—interacting with residents and assessing the needs of the community (approximately 1 hour per month).

The ACA position is time consuming. As a result, all staff members are required to follow certain limiting guidelines regarding outside interests:

- The ACA may not hold any more than 10 hours of outside commitments including employment and extracurricular activities without approval from supervisor.
- The ACA may not hold another full-time position.
- The ACA may hold outside assistantships, part-time employment, and/or another position in a campus organization with prior approval of the APAC.
- The ACA position is an agreement beginning July 1, 2019 through June 30, 2020. Upon accepting the position as defined in this job description, the ACA is expected to complete the terms of the agreement.

Remuneration

- In exchange for services, the ACA will receive an apartment credit of \$650 / 12 months (worked) from July 1, 2019 through June 30, 2020. This will be posted to student's account in 6 month increments, one at the beginning of each semester.
- The ACA must sign a University of Idaho Apartment Agreement.
- If either party terminates an ACA position prior to the completion of the agreement, ACA compensation will end immediately, and compensation credit will be adjusted. (This may result in ACA owing additional rent)

Any deviation from, or violation of, this job description, the Apartment Handbook, Apartment License Agreement. and/or the Code of Ethical Standards for ACAs, may be grounds for immediate dismissal and expulsion from the Housing & Residence Life. ACA Job Description is subject to change for the 2020-2021 academic year.

ACA Signature

Name (Print)

Date

APAC Signature

Name (Print)

Date