Community Assistant/formerly Desk Clerk- CA

Function

Community Assistants (CAs) provide first-line response and desk receptionist services for the residence hall community, for a residence hall front desk that operates 24 hours per day (while school is in session). They play a key role as part of the residence hall staff by providing customer service and building security. It is essential that they respond quickly and effectively in emergency situations in addition to presenting a positive attitude in his/her interactions at the Front Desk. Community assistants are jointly supervised by the Community Office Manager and the Desk Supervisor.

Time Commitment and Responsibilities:

- CAs must be available to work a minimum of eight hours a week, including Night and weekend shifts (All day shifts are in two-hour blocks. Night shifts are in 3-hour blocks)
- CAs must attend Summer and Winter training sessions in August and January and all CA meetings;
- CAs must be available to return prior to the opening of the residence halls each semester and work until the closing of the halls each semester;
- CAs are responsible for covering three holidays or other University breaks per year (e.g., Thanksgiving, Intersession, and Spring Break)
- CAs should available to cover missed desk shifts when required
- The CA coordinates initial responses to emergency situations
- Mail clerks sort and re-direct mail and packages
- CAs act as receptionist, i.e., answer phones, give information, take messages, forward calls; Check out and check in equipment and keys
- All staff must enforce individual hall identification/guest visitation policies including verification of entry stickers
- Staff must be alert to any situation or condition, which requires attention: inform SHaRE, Residence Hall Staff or Public Safety as appropriate
- CAs are responsible for reporting Maintenance problems in a timely manner
- All staff must keep informed regarding SHaRE and University policies, procedures, and activities