

BOSTON COLLEGE • OFFICE OF RESIDENTIAL LIFE

Community Assistant Role Description

Title: Community Assistant

Reporting To: Summer Housing Resident Director

Hours/Week: Approximately 2-3 nightly duty shifts per week throughout the entire summer, 1-on-1 meetings with supervisor and monthly staff meetings.

Compensation:

- Shared bedroom within an air-conditioned apartment over the duration of employment with direct roommate and apartment roommates.
- If CAs would like to sign-up and work check-in/-out shifts outside of scheduled on-call shifts they would be separately compensated at a minimum starting wage- \$15.00/hr rate (Starting wage subject to final approval in April 2024).
- Summer housing available until Sunday, August 11th; students with a Fall 2024 housing assignment will be permitted to move directly into their fall housing assignment between Sunday August 11-Tuesday August 13, 2024. Students without a fall housing assignment will not be able to remain on-campus past Sunday August 11th.

Dates of Employment: Wednesday May 15, 2024 - Sunday, August 11, 2024

Position Overview:

The Office of Residential Life strives to create a safe and welcoming environment for all students by engaging our residents on topics related to diversity and inclusion, faith and spirituality, responsible social activities, and academics.

Community Assistants are responsible for maintaining a hospitable, positive, and visible presence in the halls, acting primarily as an on-call and emergency response capacity. Community Assistants will provide support and be a resource for the BC summer student residents as well as the camps and conference guests that are utilizing the residence halls during the summer months. CAs will conduct evening rounds throughout all residence halls that are occupied by summer guests to address any facilities, individual, and group needs.

As a member of the Residential Life team, you are expected to uphold high standards of personal and professional conduct. Student positions in Residential Life might require administrative or physical work

depending on the role, and all staff members are expected to deliver a high level of customer service to students, families, university staff, and community members at all times while performing their role.

In the course of this role, you may become aware of private information about a student or departmental process. It is expected that you will maintain the privacy of all information you learn in the course of your role, both online and when communicating with others in or out of the office in addition to agreeing to the terms of the *Student Leader Confidentiality Agreement*.

Responsibilities:

While you may be assigned additional or one-time tasks in a given week, below is a list of some of the more common tasks you may perform. These include, but are not limited to, the following:

- Attend at least three one-on-one meetings (once a month) with Summer RD
- Attend three staff meetings to be scheduled throughout the summer
- Community Assistants participate in the on-call rotation throughout the summer and must hold on-call shifts at least every other week.
- Fulfilling all aspects of Community Assistant duty includes but not limited to:
 - Two Community Assistants will be on duty each night in their assigned residential area
 - Call in for duty at least 5 minutes prior to start time (by 8:55pm)
 - Remain in the assigned community from 9pm - 7am
 - Make minimum of 2 rounds per night within below time period; Conduct required community walks/rounds per night of the building
 - Sunday-Thursday: 9pm-12am
 - Friday and Saturday: 9pm-12am
 - On-call & Incident documentation
 - Log detailed nightly reports via Google Forms each duty night
 - Complete appropriate and detailed incident reports via Maxient
 - Appropriately evaluate and document students and incidents
 - Serve as an emergency/crisis responder communicate to the Residential Life professional staff on-call, as needed
 - Address and report all policy and facility concerns
 - Assist all Camps & Conference guests with items such as, customer service, providing linen to guests, reporting facilities issues, assisting with lock-outs, assisting with group check in and check outs, preparing guest rooms by making beds/placing linens and toiletries, etc.
 - Support Boston College students with roommate mediations, campus resources, facilities issues, lock-outs, verifying vacancies and student check-outs.

Important Dates or Hours/Opportunities for Additional Hours:

Specific responsibilities may vary from week to week depending on events or processes occurring in the department but the following dates or times are particularly busy times for our office or this role and you will be **required** to be available:

- All-Staff Orientation: Friday, April 12th 2024; 3:00PM-5:00PM
- Community Assistant Training: Thursday, May 16th, 2024; 9:00AM-12:00PM and Friday, May 17th, 2024; 1:00PM-5:00PM
- Spring to Summer Housing Transition: Friday May 16 - Wednesday May 22, 2024
- Summer to Fall Housing Transition: Saturday August 10- Sunday, August 11, 2024

Note: To ensure adequate coverage and staff presence, if you will be away from campus for more than 72 consecutive hours you must submit a request to your supervisor a week in advance.

BC Student Employee Hour Policy

In accordance with university policy, during the summer employment term students may work 30 or more hours per week (to a maximum of 40 hours per week), but **may not** work more than 12 weeks of the summer employment period working these hours as a student employee of Boston College, even if working more than one job for BC. Students may only work more than 12 weeks of the 14-week summer employment period if they average no more than 29 hours per week throughout the summer.

Community Assistants are not a paid position, therefore are able to work a paid on-campus position in other BC jobs during the summer employment period.

Requirements

Specific responsibilities may vary from week to week depending on events or processes occurring in the department.

- Commitment to, abide by and enforce all policies set forth in the Conditions for Residency and Student Code of Conduct at all times, as well as any applicable Boston College policy
- Ability to adhere to the Student Confidentiality Agreement and safeguard confidential and sensitive Boston College information and data
- Must be in good conduct throughout the duration of employment. Any student cannot be on active University Probation.
- Positive actions and attitudes that will reflect positively on Boston College both during and outside regular work shifts
- Excellent verbal and written communication and time management skills
- Must be a current Boston College student at time of hire.
- Must possess positive customer service skills and a positive attitude to succeed in this role
- Must maintain good record keeping