University Housing & Dining Job Description
Title: Community Assistant (CA)

**Basic Function and Responsibility**
This is a required live-in position to assist in the day-to-day operations and develop community among the residents of University Apartments. This is a 10-month position from August 3, 2016 - June 2, 2017 that requires an average of twenty hours per week, which often includes nights and weekends. The appointment is for one academic year. Current CAs must re-apply each academic year to be considered for a future position.

**Characteristic Duties and Responsibilities**
- Greet all new residents and help acclimate them to their new community
- Be visible and available to community members by developing and maintaining appropriate personal connections
- Stay informed of resident concerns and serve as an advocate for those concerns
- Be knowledgeable about University, University Housing & Dining, and University Apartments policies and procedures – support, communicate, implement, enforce, and help tenants understand them
- Participate in the University Apartments on call duty rotation and be able to effectively respond to emergencies, tenant concerns, and facility problems; this includes evenings and weekends
- Assist residents in resolving housing and general living problems and refer to appropriate services
- Serve as mediator and resolve on-the-spot conflicts when necessary and as trained
- Develop, implement, and present educational and social programs for tenants; support and attend other department sponsored events
- Maintain academic atmosphere conducive to self-discipline and study
- Assist with check-in and check-out processes
- Assist in annual health and safety apartment inspections
- Develop a collaborative working relationship with custodial, maintenance, and office staff in areas of mutual interest for the residents and facilities
- Assist in maintaining an acceptable level of appearance of the interior/exterior of buildings and grounds
- Conduct weekly walk-throughs of buildings in assigned areas
- Enforce parking policies in assigned areas
- Submit accurate and timely reports
- Assist in recruitment and selection of new RAs, CAs, Hall Coordinators, etc.
- Attend training workshops and scheduled staff meetings
- Attend bi-weekly one-on-one meetings with supervisor
- Perform other duties as assigned

**Supervision Received**
General supervision is received from the University Apartments Area Coordinator or other designated official.

**Qualifications**
- Must be a current University of Iowa full-time student and must maintain full-time student status during fall and spring semesters of employment.
- Must maintain a minimum cumulative GPA of 2.5 during the term of employment; must achieve a minimum of 2.0 GPA each semester. CAs must pass 70% of all credits attempted each semester.
- One year residence hall/university apartment living or related work experience preferred, but not required.
- Excellent verbal and written communication skills.
- Excellent organization skills.
- Ability to effectively work with a diverse population.
- Ability to adapt and adjust to challenging situations.
- Reasonable computer experience, including Word, Excel, e-mail, and online forms; ability to create legible signs and flyers.
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• Ability to manage time responsibly.
• Creativity, self-motivation, and demonstrated leadership experience.
• Ability to effectively and reliably work autonomously.
• As a condition of employment the CA must reside in assigned University Apartment.
• Must possess valid U.S. driver’s license and have ability to meet standards of the UI Fleet Safety Program.
• Must successfully complete a criminal background check.

Compensation and Housing
• A two-bedroom apartment at Hawkeye Drive, as assigned by University Housing & Dining. Apartment is furnished with a bed, desk, table, and chairs. Air conditioning, utilities, and parking are also provided.
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- Stipend of $5,000 prorated over a 10-month employment period.
- $100 Hawk Dollars per semester.

The University of Iowa is an equal opportunity / affirmative action employer. All qualified applicants are encouraged to apply and will receive consideration for employment free from discrimination on the basis of race, creed, color, national origin, age, sex, pregnancy, sexual orientation, gender identity, genetic information, religion, associational preference, status as a qualified individual with a disability, or status as a protected veteran.