



FrogJobs Number: 00000
Department: Housing and Residence Life
Position: Community Assistant (CA)
Start Date: August 18, 2024

Community Assistants (CAs) are student employees who work in their residence halls to develop welcoming environments through community experiences, connecting with students and serving in the hall offices.

Duties and Essential Job Functions:

- Provide purple carpet standard of customer service for all residents, families, and staff through exuding positive attitude, anticipating resident and guest needs, and proactive problem-solving concerns
- Assist in creating a physical community where residents feel known and cared for through lobby presence, thoughtful communication (in person and over the phone) and community initiatives to celebrate and support residents
- Assist supervisor with welcoming new residents to the community during resident transition
- Assist supervisor with community experiences held twice a month
- Collect information from residents for community facility concerns
- Complete lockouts for assigned residents in community
- Report resident and community concerns to appropriate staff members
- Complete weekly desk logs and all other administrative duties under the direction of their supervisor
- Maintain positive working relationships with all residents and staff in assigned community
- Attend monthly CA staff meetings led by their supervisor
- Attend individual bi-weekly meetings (1-on-1s) with their supervisor
- Engage in formal and informal evaluations conducted by their supervisor
- Attend and actively engage in all departmental training and development events

Requirements:

- Must be an enrolled undergraduate student at TCU during the application process
- Must be an undergraduate living in TCU housing
- Must be in good judicial standing with the University and the department of Housing and Residence Life
- Student account must be in good financial standing
- Must work a minimum of 8 community desk hours a week (including late evenings and weekends)

Preferred Skills:

- Customer Service Skills
- Interpersonal and Helping Skills
- Critical Thinking Skills
- Equity & Inclusion Skills
- Administrative Skills

Remuneration:

- Paid bi-weekly
- Hourly rate of \$10.00 – Day Community Desk Shifts (12:00 p.m. – 12:00 a.m.)
- Hourly rate of \$11.00 – Evening Community Desk Shifts (12:00 a.m. – 3:00 a.m.)