

Walker Avenue Apartments
Capstone On-Campus Management, LLC
Job Description

Job Title: Community Assistant
Reports to: Assistant General Manager

GL Code: 6150-1000
FLSA Status: Non-Exempt

Summary

The Community Assistant reports directly to the Assistant General Manager, and accepts instructions from the Licensing Coordinator and Administrative Assistant. Overall responsibilities include contributing to a high quality living experience for our Walker Avenue Apartments (“Walker”) residents by complementing the academic goals and personal growth of the students via excellent customer service and responsiveness.

Essential Duties and Responsibilities

Performance Development

- Attend all CA training sessions and weekly meetings
- Attend individual meetings with supervisor as requested
- Utilize resources that enhance the personal, team, and residential development
- Submit performance self-appraisal

Foster and promote a sense of community and responsibility

- Develop and maintain a positive working relationship with residents, visitors, Management Office staff, Residential Life staff, and University staff
- Regularly clarify University Code of Conduct, Residential Life’s Rights and Responsibilities Guide, Walker License, and Walker Rules and Regulations, policies (including payment collection), and procedures to all residents
- Encourage residents to take responsibility for their individual account and what happens in their community
- Actively promote Walker to prospective residents in order to support occupancy goals

Observe, assess, and appropriately identify the needs of residents

- Utilize appropriate communication and listening skills to maximize the effectiveness of outreach efforts
- Act as a referral agent for students desiring or needing professional assistance
- Be knowledgeable about campus resources
- Maintain confidentiality
- Be familiar with apartment policy and guidelines of the conditions of the complex
- Work with their supervisor on coordinating Walker Avenue Apartments events
- Support Capstone on Campus Management activities

Demonstrate appreciation for and compliance with Residential Life Principles and Student Affairs Philosophies

- Residential Life Principles
 - **Create** a Just and Supportive Community
 - **Seek** to Understand and Honor Others
 - **Foster** a Community of Learning
 - **Engage** in the UMBC Experience
- Maintain and emphasize the importance of an academic environment in the community.

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- As a representative of the Management Office, behavior must be exemplary and within the acceptable parameters described by the License Rules and Regulations, UMBC's Code of Student Conduct, and Residential Life's *Rights and Responsibilities Guide* (students placed on probation by the University and/or Residential Life will be terminated).

Administrative Responsibilities

- Perform all shift responsibilities, including but not limited to:
 - Perform receptionist duties (interpersonal, telephone)
 - Conduct key audits (for lockout keys, unreturned keys, etc)
 - Forward voicemail and/or email communications to the appropriate staff member
 - Receive and distribute packages to residents (utilizing notice and sign-out methods)
 - Receive rental payments (using designated methods)
 - Observe closing instructions at end of shifts
 - Assist with license signing processes (and related documentation)
 - Submit work orders via the Resident Portal
 - Instruct residents on how to utilize the Resident Portal
 - Maintain and utilize the Paycom 'password' to clock-in at the beginning of shifts and clock-out at end of shifts
- Be present for Check-in(s) at the beginnings of license periods (June, August, January) and perform related duties accordingly
- Ensure that necessary forms and reports are completed accurately and submitted on time
- Perform any additional functions as assigned by their supervisor

Time Commitment

- Participate in all staff meetings
- Evening and weekend shifts are required; weekday 9:00-5:00pm shifts are not guaranteed
- Attend all shifts as scheduled, or arrange for a reliable shift replacement
- Hours are available during Thanksgiving, Winter, and Spring Breaks

Special Projects

- Filing of resident files (past and present)
- Filing of invoices
- Correspondences (collating letters, stuffing envelopes, labeling envelopes); delivery in person or via the campus mailbox
- Posting of fliers and signage
- Room inspections during 'turn' periods
- Other initiatives as needs are identified

Community Safety

- Report unusual activity to UMBC Campus Police (410-455-5555)
- Contact the RA on duty if a student requests so
- Understand how to interpret the Professional Duty schedule for Walker and whom to contact
- Observe and report safety concerns to the appropriate resource
- Closely monitor office key(s) and never loan keys to anyone

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- Prevent non-employee access beyond the reception desk unless escorted by a professional staff member
- Always secure identification and/or payments
- Always ensure the electronic key box is closed (never give out access code)
- For unexpected weather closings, may be asked to work during business hours to support operations

Compensation

Hourly wage is \$10.10 per hour; increases are subject to budget approval and are not guaranteed. Number of hours worked per week is determined by supervisor, and may fluctuate according to needs of the site (i.e. openings, closings, 'turn' periods, lease signing, etc).

Dress Code

Attire appropriate to an office setting or staff uniform must be worn at all times during work shifts.

Qualifications

To perform this job successfully, an individual must be able to perform each essential task/duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

During employment, an individual must abide by all policies and procedures as outlined in the Capstone On-Campus Management Employee Handbook, License Rules and Regulations, UMBC's Code of Student Conduct, and Residential Life's *Rights and Responsibilities Guide*. Additionally, an individual must complete and pass a criminal background check prior to employment.

Education and/or experience: As commensurate with duties of the position.

Language skills: The ability to speak English, and to communicate effectively with others.

Mathematical skills: Be able to perform basic math computations.

Computer skills: Be comfortable working in Excel, Microsoft Word, and other office programs as necessary.

Other skills and abilities: Be professional and courteous in dealing with residents.

Physical Demands

The physical demands described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.