



## JOB DESCRIPTION

POSITION TITLE:	Community Assistant/Resident Assistant – 3 <sup>rd</sup> Party On-Campus Assets		
WORKER'S COMP. CLASS:	N/A		
EXEMPTION STATUS:	<input type="checkbox"/> Exempt (from overtime)	<input checked="" type="checkbox"/> Non-Exempt (from overtime)	
FULL-TIME/PART TIME:	<input type="checkbox"/> Full-time	<input checked="" type="checkbox"/> Part – Time	

### Summary:

Helps to offer current residents and parents a dynamic and academically-conducive living experience through excellent customer service and dedication to American Campus basic operating standards and systems (BOSS).

### Essential Duties and Responsibilities (other duties may be assigned):

#### Basic Operating Standards and Systems (Clean)

- Come to work in appropriate attire as outlined by ACC standards and the General Manager
- At all times, assist in keeping the community clean by surveying common areas regularly for cleanliness, appearance, and working order
- At all times, immediately report any life safety hazard or maintenance concern encountered on the property
- The core of American Campus culture involves everyone being fully invested in everything that we do down to picking up the smallest piece of trash. No matter their position or duration at any given property, everyone picks up trash.

#### Basic Operating Standards and Systems (Community)

- Become acquainted with residents living at the property while serving as a resource for both residents and parents concerning the property, the local university/college/postsecondary institution, and greater community
- Plan, attend, document and evaluate community wide social, recreational, and educational events
- Enthusiastically participate in and promote ACC programming and initiatives
- Understand, support, and abide by all American Campus Communities policies and procedures as both a staff member and resident of the community while providing unparalleled customer service and respect for residents
- Respond to and document behaviors of residents that violate the law or the ACC lease agreement and take appropriate action to stop the behavior
- Understand, communicate, and enforce community safety, emergency, and fire evacuation policies and procedures, providing emergency response and referral services and resources
- Encourage the respect and appreciation of individual differences
- Mediate conflict and help residents to create a respectful living community
- Serve on one (or more, where appropriate) CA Committees (if applicable)
- Contribute to the community newsletter, as requested by property management
- Become acquainted with and available to each student in the assigned area
- Facilitate area meetings as required by management
- Decorate assigned area with inclusive and welcoming material

- Encourage residents to attend and/or participate in community and affiliated institution sponsored events
- Know the appropriate offices and resources for student referrals

#### Basic Operating Standards and Systems (Customer Service)

- Exhibit a welcoming and professional attitude at all times when interacting with prospective residents and parents, and current residents and parents
- Appropriately act as a resource for all customers when confronted with a customer service concern
- Be familiar with the general maintenance policies and procedures and be available to assist in after-hours maintenance emergencies
- Support the affiliated institution's academic initiatives and priorities by completing additional projects, programming, or resident interventions as assigned by management

#### Perform Administrative Tasks

- Work a structured administrative shift at the reception/leasing office each week, as determined by your supervisor.
- Work assigned "Community/Resident Assistant On-Call" shifts, which may include weekdays, weekends, and/or holidays
- Participate fully in the preparation and administration of Turn, Move In and Move Out,
- Complete room/apartment inventories, key checks and common area inventories, as assigned
- Complete and submit required reports
- Distribute materials and messages from or approved by the GM by the assigned completion date and time
- Facilitate the administration of the Community Service Survey
- Accurately conduct student census as needed or requested

#### Leasing and Marketing

- Give leasing tours, answer leasing phone calls and process online inquiries
- Fully and accurately complete a guest card for each prospective resident contact, whether by phone or in person
- Enter prospective resident information into LAMS in a timely and accurate manner, if applicable
- Conduct all functions necessary to lease the property, including making appointments, conducting tours, maintaining show rooms, and completing any required prospect follow-up
- Participate in orientation marketing, housing fairs, open houses, and other property events
- Assist with the implementation of renewal marketing campaign elements, including renewal events
- Project a favorable image of the community to achieve property objectives, public recognition, and a positive reputation within the local community

#### Be a Team Player

- Place a high priority on availability for CA scheduling when considering other extracurricular opportunities
- Model and encourage a positive attitude among staff
- Participate in all staff training and orientations
- Attend, and constructively contribute to, all weekly staff meetings and any special/emergency meetings
- Participate in recruitment, selection, and training of all new staff members as requested by property management
- Maintain a professional attitude and manner in work relationships

## **Qualifications**

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

## **Skills and Abilities**

Skill in:

- To perform this job successfully, an individual should have knowledge of Email, Internet, Outlook, and Microsoft Office applications

Ability to:

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations
- Ability to read, analyze, and interpret general business policies and manuals, safety procedures or governmental regulations. Ability to write reports and general business correspondence. Ability to effectively present information and respond to common inquiries or complaints from residents, prospective tenants, and the general public
- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs

## **Education/Experience:**

- Degree, diploma or certification in progress from an accredited university, college or other postsecondary institution. Maintain a minimum GPA and class load as determined by the property management.

## **Certificates and Licenses:**

N/A

## **Supervisory Responsibilities:**

N/A

## **Work Environment:**

The work environment characteristics described here 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. The noise level in the work environment is usually moderate.

## **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. Specific vision abilities required by this job include Close vision, Distance vision, Peripheral vision, Depth perception and Ability to adjust focus.