



## **Community Assistant Position Description 2026 - 2027 Academic Year**

Reporting to a Community Director (CD) and an Area Coordinator (AC), Community Assistants (CAs) are upper-class peer leaders and mentors employed on a live-in basis to help fellow students adjust to the University environment and to help provide a safe, supportive, and inclusive residential community. CAs are responsible for delivering and educating on a wide array of support and engagement, including co-curricular initiatives designed to support student learning beyond the classroom.

The following position description addresses the general duties and responsibilities of the Rowan CA position. This document does not cover all job expectations or specific procedures for completing these responsibilities; other tasks may periodically be assigned. All CAs are expected to review and abide by additional policies and specific procedures as outlined in staff training and described in other documents, including, but not limited to: staff manuals, supervisors' expectations, University expectations for employees, University policies, and all local, state, and federal laws. CAs should contact their supervisor when and if there is a need for clarification for these expectations.

### **STUDENT DEVELOPMENT**

Facilitating positive interactions with residents and amongst residents is integral to achieving the goals of Residential Learning & University Housing. CAs must strive to develop individual relationships with each student in their assigned coverage area to help build community and better engender positive, meaningful relationships between residents. CAs will help to foster student development and community development by fulfilling several intentional responsibilities, expectations, and outcomes including:

#### **I. Resident Relationships**

- A. Build meaningful relationships with every resident in the assigned area
- B. Meet with new residents and orient them to the residential facility
- C. Be visible and accessible to residents regularly to provide peer support
- D. Become familiar with an array of campus-wide resources, organizations, and services to make appropriate student referrals
- E. Mediate conflicts between roommates and suitemates, with the support of other staff as needed

#### **II. Community Building**

- A. Connect residents to one another and to the larger floor/pod to further build community
- B. Help facilitate the development of a sense of community identity in the pod/floor, wing/suite of the building
- C. Role model an understanding, acceptance, and respect for inclusive communities that represent the identities of our residential students, staff, and faculty
- D. Encourage University involvement, civic engagement, and social responsibility amongst the residential community
- E. Assist in the development of and accountability for community standards and roommate/suitemate expectations
- F. Encourage residents to have respect for the residence hall and all staff who support it

### III. Residential Curriculum

- A. Provide active and passive programs based on staff training expectations and residential curriculum requirements
- B. Help develop, implement, and evaluate programs throughout the academic year according to established guidelines
- C. Facilitate 1:1s with each resident in the assigned residential area in line with residential curriculum requirements
- D. Facilitate roommate agreements with each room, apartment, or suite, and periodically review or create new ones as needed
- E. Support and participate in campus events
- F. Collaboratively explore options to expand residents' experiences with a variety of staff and resources
- G. Actively survey residents' needs/interests, and provide a variety of programs to meet those needs.
- H. Promote and enhance student programming and interaction among residents, staff, and faculty.

### PROBLEM-SOLVING & CRITICAL THINKING

To achieve the goals of Residential Learning & University Housing, CAs must show care and respect for all students. Responding to student concerns and crises allows RLUH staff to maintain a positive community while meeting individual student needs. CAs are often the first line of response and support in managing and responding to student and community concerns. CAs are expected to think critically and use sound judgment to determine appropriate action steps and follow-up.

#### I. Policy Enforcement

- A. Be familiar with University policies and how they pertain to the student residences
- B. Report information regarding crimes in adherence with staff training and in compliance with all applicable policies, regulations, and laws.
- C. Serve as a:
  - a. **Mandated Reporter** for the protection of minors as defined by state law ([NJ Rev Stat § 9:6-8.10 \(2021\)](#)) and outlined by the University (<https://confluence.rowan.edu/display/POLICY/Protection+of+Minors>)
  - b. **Responsible Employee** for reporting Title IV discrimination and harassment as the term has been adopted by the University (<https://sites.rowan.edu/equity/harassment.html>);
  - c. **Responsible Employee** for reporting Title IX sexual harassment, sexual assault, and sexual misconduct as the term has been adopted by the University ([https://sites.rowan.edu/osec/responsible\\_employee.html](https://sites.rowan.edu/osec/responsible_employee.html)); and
  - d. **3. Campus Security Authority** for reporting certain crimes as defined by the Federal Clery Act and outlined by the University (<https://sites.rowan.edu/publicsafety/clery/csa/>).
- D. Abide by the Federal Education Rights and Privacy Act (FERPA) regarding the privacy and confidentiality of student information that CAs have access to as a function of their role
- E. Role model and abide by all applicable University policies as well as local, state, and federal laws
- F. Address and document suspected/alleged violations of University policies and refer violations to supervisors and/or police as appropriate
- G. Deliver sensitive letters to students related to student disciplinary proceedings and other matters as assigned

#### II. Conflict Resolution

- A. Help develop a community where students have concern and respect for the rights and experiences of themselves and others
- B. Educate students to resolve minor conflicts on their own effectively
- C. Mediate resident conflicts as they arise, and loop in the supervisor as these mediations arise
- D. Notify a supervisor immediately of escalating conflicts

### **III. Crisis Response & Emergency Preparedness**

- A. Promote residents' awareness of their surroundings and safety procedures
- B. Complete health & fire safety inspections at least once a semester and as scheduled by supervisors
- C. Accurately and thoroughly document known incidents of concern
- D. Assist with emergency preparedness programs, including fire drills
- E. Promptly report any tampering or damage to the emergency equipment (door locks, fire extinguishers, fire doors, emergency lights, etc.)
- F. Keep residential passageways and exits clear of furniture, bicycles, boxes, and other obstructions
- G. Notify supervisors and/or Public Safety/Police as appropriate of any safety or security concerns
- H. Report serious student illnesses to supervisors promptly
- I. Remain available in/near the residence to assist and support staff, EMTs, Public Safety/Police, and Fire personnel during emergencies unless otherwise directed
- J. Know and be willing to participate in crisis prevention and intervention as needed and follow procedures detailed in staff training

### **IV. Duty**

- A. Participate in CA duty rotation as assigned, completing assigned nightly rounds and providing lock-out, emergency, and other assistance to residents between 8 PM – 7 AM and otherwise as scheduled and as approved by a Community Director
- B. Maintain fairness and equality with respect to the number of days covered within individual staff, including fairness with number of weekdays and weekends
- C. Accurately and thoroughly complete duty logs and other appropriate administrative forms
- D. Confront and document any violations of University policy encountered
- E. Assume responsibility for the duty phone, keys, tools, rosters, and other items and pass these on to other staff in good condition as assigned
- F. Adhere to all University policies and expectations regarding staff access to master keys, access cards, and pin codes.
- G. All residential buildings must have duty coverage each night, including during recess periods when other University offices may be closed – including, but not limited to, Thanksgiving, winter break, and spring break. CAs are required to be on duty during break periods to ensure their residential areas have sufficient staff coverage.

## ADMINISTRATIVE RESPONSIBILITIES

As a staff member of Residential Learning & University Housing, CAs are an integral part of the larger departmental team and are expected to participate in work that supports the development of inclusive and safe communities. To achieve this goal, CAs must work cooperatively to holistically support RLUH's three functional areas: Assignments & Administrative Services, Residential Learning, and Housing Systems & Logistics. Providing support for inspection processes, responding to facility concerns promptly, and completing necessary paperwork are some ways CAs are expected to be good team members.

### I. Facility Oversight

- A. Be present during move-in days each semester to assist with the check-in of new and returning residents. Remain on campus until the end of closing to assist residents with check-out for winter, spring, and summer breaks
- B. Complete room condition reports and inventories, and distribute and collect room keys throughout the year as necessary
- C. Notify supervisor promptly of any unauthorized room changes or occupants
- D. Distribute flyers and information on a routine basis
- E. Report maintenance and housekeeping problems in the assigned residential community, including common areas (stairwells, lounges, lobbies, exterior areas) via a designated work order system
  - a. When applicable, assist residential students in reporting their own maintenance and housekeeping concerns
- F. Encourage mutual respect and cooperation among residents and between residents and housekeeping staff in meeting acceptable standards of cleanliness
- G. Ability to assist with all move-in operations, including standing/moving for long hours during the summer months, and physical assistance with moving carts/bins

### II. Staff Expectations

- A. Serve as a positive student ambassador of Rowan University through role modeling and positively representing the mission of Residential Learning & University Housing
  - a. *Departmental Mission: Residential Learning and University Housing strives to provide safe, inclusive, and welcoming residential spaces that inspire learning and engagement outside of the classroom. Through student-centered initiatives, we will foster holistic development for a diverse student population in their home away from home.*
- B. Consistently display the required maturity and integrity for effective key/access management and building safety and security
- C. Be a cooperative team member
- D. Maintain attractive community bulletin boards in line with department expectations
- E. Attend and actively participate in all mandatory trainings and scheduled professional development opportunities (monthly in-services)
- F. Attend all required meetings (bi-weekly 1:1s with supervisor, weekly staff meetings, etc.)
- G. Assist with the opening and closing of the residential facilities at the beginning and end of each semester as well as during break periods
- H. Check their RLUH mailbox and student email daily
- I. Complete appropriate reports and paperwork promptly, including, but not limited to: incident reports, duty logs, resident 1:1 spreadsheets, room condition reports, work orders, staff evaluations, etc.
- J. Conduct floor occupancy reports when requested
- K. Conduct room condition checks before opening
- L. Assist with planned and unplanned University events, initiatives, and emergency response situations
- M. The CA position is live-in, and as such, CAs are expected to sleep in their assigned room/suite/apartment each night, except for time away approved in advance by the Community Director

**Qualifications and Requirements:**

- Must be able to perform all responsibilities and functions of the position for the full academic year (both fall and spring semesters)
- Must reside in the assigned residence; CAs are also expected to make use of campus dining facilities regularly
- Ability to exercise good judgement and maintain emotional maturity in stressful situations
- Possess leadership skills and ability to work in a team
- Possess effective communication skills to successfully approach people to mediate problem situations, to keep supervisors appropriately informed, and to enforce policies
- Must be easily approachable, available, and able to establish rapport with residents
- Ability to exercise good judgment and discretion
- Must be able to attend all staff training sessions, events, meetings, and in-services
- Must be able to execute protocols, required tasks, and expectations as outlined in staff training with sufficient proficiency while balancing all academic-related demands
- Must be a full-time student (enrolled in 12+ credits each semester) in good academic standing making reasonable progress toward a degree. CAs must maintain both a semester and a cumulative GPA of no less than 2.50. These requirements must be met at the time of application as well as throughout the term of appointment; CAs who fall short of this requirement are subject to CA Probation and/or termination from the position, including at mid-year.
- Must be in good conduct/judicial standing and remain so throughout the term of employment

**Expected Time Commitment:** The CA position requires an extensive time commitment. It is strongly recommended that Community Assistants limit their extracurricular activities and/or any other employment opportunities that are not directly related to their academic or CA endeavors. Please see the [Student Employment](#) policies for details regarding on-campus work. Students may work no more than 20 hours per week while classes are in session; the Community Assistant position is recognized as a 10-hour per week, part-time stipend position by Human Resources and Payroll Offices.

- Student staff are expected to fulfill all responsibilities of their position within this department and to treat that position as their primary employment, which must be reflected in how they prioritize time dedicated to outside commitments.
  - Any requests to be excused from job commitments / responsibilities must be formally requested and approved via the RLUH Absence Request Form.
- Community Assistants must be able to attend weekly staff meetings, bi-weekly supervisor 1:1 meetings, and monthly in-service meetings. In addition, CAs must maintain a presence in their assigned residential community to be available to students and to facilitate programs and activities for residents on a regular and noticeable basis. These responsibilities involve substantial time. Given the expected commitment necessary to effectively carry out CA responsibilities, additional pursuits may be limited at the direction and discretion of the CA's supervisor.
- Time commitments during mandatory staff training before fall and spring semesters are significant; CAs are not permitted to have other obligations during designated CA Training, Fall & Spring Opening, and Fall & Spring Closings.
- CAs must be available to fully participate in the Community Assistant Duty rotation for their residential area regularly (approximately one night per week). When assigned, CAs will be available at a residential front office in person for no less than two hours (beginning at approximately 8 pm) and they will continue to serve duty by conducting several additional nightly rounds, and then remaining continuously on call overnight until at least 8 am the following morning.
- CAs must be able to attend monthly in-services from 2 PM - 4 PM on Fridays. Exact dates TBD.
- Supervisors will schedule staff meetings in a manner that affords a reasonable amount of flexibility for official class time; Commitments (excluding official class times) cannot interfere with this obligation. Staff members may be required to clear their evening schedule to accommodate a weekly scheduled staff meeting to occur either Tuesday or Wednesday night and start no later than 9:30 PM.

- Outside time commitments impacting job performance or their ability to meet academic standards during time of employment may lead to a formal review of those outside time commitments that will be completed between the student staff member and their supervisor(s).
- Any staff member wishing to pursue other employment in addition to working for RLUH must receive written approval from their supervisor before beginning additional employment.
- Community Assistants may pledge to Greek organizations. CAs who intend to pledge must discuss this intent with their supervisor before the beginning of the pledge period.

**Supervision:** Community Assistants are directly supervised by a graduate-level Community Director (CD)

**Evaluation:** CDs are expected to provide CAs with constructive feedback via a written staff evaluation approximately once per semester

**Length of Term and Remuneration:** The CA position is for one academic year. CAs receive a furnished, single bedroom in an assigned residence hall or apartment; a campus meal plan providing 14 meals a week when classes are in session; and a \$1,000 stipend for the academic year (\$500 per semester), disbursed on a bi-weekly basis. CAs are assigned and required to live in their designated residence hall or apartment community.

*Please note that when placed in an apartment-style housing, CAs will have the opportunity to select their roommates within the apartment. CAs will be assigned a single bedroom within the apartment, and have 2-3 roommates depending on placement.*

**Important Dates:** To Be Announced – *Important dates of obligation for 2026 - 2027 CAs will be posted at the time CA position offers are first made (March 2025). Dates will not be exhaustive; all dates are subject to change and are provided out of courtesy for proactive planning purposes.*

**Conditions of Appointment:**

- This position is contingent upon funding availability as approved by the Rowan University Board of Trustees.
- In the event of extraordinary circumstances beyond the control of the University, this position may be eliminated and this offer may be deferred or rescinded, or the term of employment may be modified. In that event, the compensation and benefits associated with the position may be modified accordingly.
- Any CA offer of employment is contingent upon the student being and remaining in good student conduct and good academic standing (holding no less than a 2.5 term and cumulative GPA).
- In addition to abiding by all University policies, this position requires CAs to enforce and report any known violations of University policies and/or laws following protocols and guidelines delivered in staff documents and staff training.

**Notice of Critical Policies, Rights, and Obligations:** All employees are expected to become familiar with and comply with applicable state and federal legal obligations as well as policies related to their role and work. Below is a summary of several key policies that directly relate to this position. Please note this is not an exhaustive list, and omission of a law or policy here does not relieve staff of their obligations to comply with all applicable laws and policies. For a more complete index of University administrative policies, please review the page linked here:

[Administrative Policies](#)

**Selected Policies:**

- [Family Educational Rights and Privacy Act \(FERPA\)](#)
- [Clery Act Policy](#)
- [Title IX Sexual Harassment/ Sexual Assault Policy](#)
- [Protection of Minors](#)
- [Policy Prohibiting Discrimination in the Workplace and Educational Environment](#)
- [Americans with Disabilities Act \(ADA\)](#)
- [Service and Emotional Support Animals Policy](#)
- [Disruptive Behavior and Workplace Violence Policy](#)
- [Employee Health and Safety](#)
- [Alcohol and Other Drugs Policy](#)
- [Required Immunizations for Rowan Students](#)
- [Acceptable Use Policy](#) (regarding Rowan networks and information systems)
- [Whistleblower Policy](#)