

Introduction

The Community Center is at the heart of each residential community, a place where residents gather, meet peers, and ask for advice. It is also a central point for quality service, direction, resources and help. Key responsibilities of the Community Center Assistant (CCA) involve providing excellent quality service and supporting students, staff and visitors in the residential community. As part of the Community Center team, the CCA works closely with building team partners, Housing and Student Life colleagues, and Michigan Learning Communities. Direct supervision is provided by the Community Center Manager and indirectly by the Hall Directors.

Time Commitment

The Community Center Assistant can expect to work various hours across seven days each week to ensure that the community center is open to meet the community needs. This includes working evening and weekend shifts as well as during breaks, such as Fall Break, Thanksgiving Break, and Spring Break. Generally, students can plan to work approximately 10-15 hours per week, not to exceed 20 on campus employment hours. Actual hours may vary depending on the needs of the community center and the staff member's availability. (The graduate housing community centers at Northwood and Munger are twelve month operations that remain open during all University breaks, with limited hours).

The Community Center Assistant will have 30 minute bi-weekly supervisory meetings with the Community Center Manager (CCM). They are also expected to attend a bi-weekly team meeting on designated Tuesday nights from 6-7pm. Attending staff and supervision meetings, participating in training, and facilitating community engagement at the Community Center are priorities. For the academic year, this position extends from late August through early May. Training and employment will begin in late August. A summer cohort will be hired for the graduate communities and that training will begin in late April for the period from May through August.

Please note this position is expected to be a priority. As you consider applying, please reflect on your current and future commitments and how you will prioritize your position. If hired for a position, you will discuss a plan to balance your commitments with your supervisor.

Eligibility Requirements

- Must be enrolled as a full time graduate, undergraduate or professional student at the University of Michigan.
- Must be in good academic and social standing within their school/college
- Must comply with all local, state, and federal laws
- Must uphold all policies and procedures as defined by the University of Michigan Standard Practice Guide, the University Housing Community Living at Michigan, and any other applicable University policies and procedures
- Must attend all staff meetings to be held on selected Tuesdays from 6:00 PM - 7:00 PM.
- Must attend biweekly supervisory meetings and additional meetings as needs evolve
- Must attend and participate in all required training. Please note: Attendance at all training sessions is required. Requests for unusual circumstances can be sent to resstafftrainingrequests@umich.edu. Your request should include the day and times you are asking to be excused from as well as the event you wish to attend. For any requests that are academic in nature, please include if it is a requirement for graduation. You might be asked to provide documentation from an advisor or faculty member as part of your request.

Responsibilities

- Work in a manner that enhances an inclusive and supportive community by getting to know residents, and engaging with residents through initiatives at the Community Center.
- Model a commitment to diversity and inclusion by creating and fostering a community in which all individuals are respected.
- Create an approachable and service-oriented environment at the Community Center.
- Demonstrate excellent quality service by greeting residents and visitors who approach the Community Center.

- Respond to telephone, email, and in-person inquiries in a timely manner, with quality service skills, and follow-up to ensure resolution.
- Take pride in serving as an effective resource for all inquiries.
- Sort and distribute mail and packages to students and staff per provided protocol.
- Manage confidential information in a secure and sensitive manner, including pantry operation at some Community Centers.
- Lock and secure the Community Center as needed to ensure resident safety, the security of sensitive information and technology.
- Learn effective operation of all university owned equipment.
- Follow proper procedures set by Housing Security Supervisors regarding the key management system in the distribution of keys/cards during room check-in/check-out and lock-outs.
- Attend to detail in all administrative functions, including opening and closing procedures, to insure appropriate and timely completion.
- Assist in the preparation and facilitation of move-in and move-out procedures.
- Model personal behavior that is consistent with the University Housing mission, Community Living Standards, Statement of Student Rights and Responsibilities. Comply with University of Michigan and University Housing policies and procedures.
- Demonstrate team-supportive behavior.
- Be able to lift/move items of up to 30 pounds.
- Be able to stand for significant amounts of time.
- Other duties as assigned.

Compensation

The Community Center Assistant position will be compensated at \$10.00 per hour.