

Community Assistant | Summer | Position Description

Overview of the Position

- I. **Position Summary:** NC State's community assistants support the residential experience by providing critical services at University Housing's service desk and mail centers. Through excellence in customer service, community assistants are responsible for checking residents in and out of communities, managing the mail and package system, supporting access and key management, and completing administrative responsibilities. Based on experiences and skills, students can express interest in serving as a lead community assistant. A select number of students will be hired as lead community assistants to provide advanced support with administrative responsibilities.
- II. **Employment Dates:** This position is for the summer only. Individuals hired can request to return through the yearly request-to-return process. The employment dates vary for new applicants and individuals currently employed in the community assistant position.
 - A. **Start Date:** Monday, May 5, 2025
 1. Note: If schedules permit, students who complete all required hiring steps may be eligible for an earlier start date.
 - B. **End Date:** Wednesday, August 6, 2025
- III. **Work Schedule:** All service desk and mail centers operate daily from 8:00 a.m. through 8:00 p.m. when the residential communities are open. Operational hours adjust during University-identified breaks and holidays.
- IV. **Work Location:** Position duties and responsibilities are performed on-site and in person at a service desk in Raleigh, North Carolina, including Avent Ferry Complex, Holmes Hall, ES King Village Commons, Quad Commons, University Towers, West Desk—Bragaw Hall, Wolf Ridge, and Wolf Village.
- V. **Travel:** Individual work locations adjust based on operational needs. The community assistant must be able to travel to any of the service desk locations throughout their assigned work hours.
- VI. **Supervisor:** All community assistants report to a desk supervisor.

Duties and Responsibilities

- I. **Customer Service**
 - A. Provide excellent customer service and serve as an information resource to all community stakeholders.
 - B. Manage in-person, telephone, and email communications with stakeholders.
 - C. Work collaboratively with other University Housing staff to support NC State's residential communities.

II. Service Desk and Mail Center Operations

- A. Receive and process mail and packages, including documenting, inventorying, and tracking.
- B. Manage key and access processes during shifts, including conducting visual audits, documenting access usage, identifying access issues, and supporting access issue resolutions.
- C. Assist in managing processes to open and close residential communities at the beginning and end of each semester, during University break periods, and as identified by University Housing.
- D. Complete general administrative tasks such as answering phones, filing, responding to emails, laminating, paper cutting, printing, scanning, shredding, sorting, labeling, stuffing envelopes, cleaning, and completing activity and interaction logs.
- E. Manage equipment checkout processes, including issuing items, auditing the condition and quantities, and reporting issues.
- F. Use University Housing-related software, including StarRez, Google Drive, and When2Work, to complete duties.
- G. Provide low-level emergency management support, including reporting crises, incidents, and emergencies following NC State's protocols and procedures.

III. Leadership (Lead Community Assistants)

Any community assistant identified and selected as a lead community assistant is also responsible for the following duties and responsibilities:

- A. Work independently and with a desk supervisor to resolve mail and package issues using critical thinking skills to solve problems, research issues, and implement customer service-oriented solutions.
- B. Conduct in-depth key and access auditing through software reporting, activity, and interaction log analysis, and communicate with residents and supervisors about issues.
- C. Manage key and access processes by ordering and processing lock re-core requests and updating records to reflect key and access management processes.
- D. Assist with training and coaching community assistants to promote skill development.

IV. Training and Development

- A. Participate in all required training and continuing education experiences.
- B. Attend regularly scheduled team meetings, training experiences, and one-on-one meetings with supervisors.

V. Other Responsibilities

- A. Support University operations related to move-in, move-out, and transitions of residents and conference guests across campus.

- A. Complete other duties as assigned to support University Housing, including but not limited to working at non-assigned service desks, assisting with increased mail and packages, and working shifts during University-identified holidays and breaks.

VI. Compliance

- A. Handle confidential information appropriately, bound by the [Family Educational Rights and Privacy Act](#) (FERPA).
- B. Under the [Clery Act](#), serve as a Campus Security Authority (CSA).
- C. Complete all reporting responsibilities identified by [Title IX](#), including any crimes or incidents of sex discrimination of which they are made aware.
- D. Participate in all required training associated with [FERPA](#), the [Clery Act](#), and [Title IX](#).

Eligibility Requirements and Qualifications

Eligibility and qualification for this position require enrollment at NC State and meeting the identified requirements:

- I. **Background Check:** Ability to be endorsed for employment by NC State's Human Resources after completing a criminal background check.
- II. **Credit Hours:** Enrolled in at least 12 undergraduate or nine graduate credit hours during the Fall and Spring semesters.
- III. **University Disciplinary Charges or Sanctions:** Students are not eligible for the position if at the time of the employment offer, the start of employment, and during employment:
 - A. They are on Academic Integrity Probation for less than one complete Fall or Spring semester related to academic misconduct as identified in the Code of Student Conduct or;
 - B. They have active sanctions for non-academic misconduct as specified in the Code of Student Conduct.
- IV. **Work Schedule:**
 - A. Undergraduate students: Limited to working 20 hours per week with any NC State University employer during the Fall and Spring semesters.
 - B. Graduate students: Limited to working 29 hours per week with any NC State University employer during the academic year if working as a temporary job other than a graduate assistantship.
- V. **Terms and Conditions of Employment:** Read, understand, and agree to the position's employment terms before beginning employment.
- VI. **Lifting and Carrying:** Ability to lift, push, and carry up to 25 pounds with or without reasonable accommodations to support mail and package processing.
- VII. **Sitting and Standing:** Ability to sit or stand for extended periods to support service desk and mail center operations.

Preferred Qualifications

In addition to the eligibility requirements and qualifications, preferred qualifications for this position include:

- I. **Community Assistant**
 - A. **Hours Available to Work Per Week:** The ability to work at least 10 hours per week.
 - B. **Days Available to Work Per Week:** The ability to work evenings and weekends.
 - C. **University-identified breaks and Holidays:** The ability to work during University-identified breaks and holidays when residential communities remain open.
- II. **Lead Community Assistant**
 - A. **Hours Available to Work Per Week:** The ability to work at least 15 hours per week.
 - B. **Days Available to Work Per Week:** The ability to work evenings and weekends.
 - C. **University-identified breaks and Holidays:** The ability to work during University-identified breaks and holidays when residential communities remain open.

Compensation and Resources for the Position

The community assistant position is compensated at an hourly pay rate.

- I. **Lead Community Assistant:** Students hired and identified as lead community assistants are compensated \$16.00 per hour.
- II. **Community Assistant:** Students hired and identified as community assistants are compensated \$14.00 per hour.

EEO

- I. NC State University is an equal opportunity employer. All qualified applicants will receive equal opportunities for employment without regard to age, color, disability, gender identity, genetic information, national origin, race, religion, sex (including pregnancy), sexual orientation and veteran status. The University encourages all qualified applicants, including protected veterans and individuals with disabilities, to apply. Individuals with disabilities requiring disability-related accommodations in the application and interview process are welcome to contact 919-513-0574 to speak with a representative of the Office of Equal Opportunity.