



Community Advisor Job Description

Position Overview

The Community Advisor (CA) has primary responsibilities in community building, administration, on-call/crisis response and departmental and campus support. The CA is responsible for establishing a community environment that is focused on student learning and student success. In order to accomplish this, the CA is expected to play a variety of roles. The CA must be flexible and creative in their role as an educator, advisor, mentor, and educational programmer to meet the needs of their residents. This position requires a substantial time commitment and the ability to be available and accessible to the members of their community. The Community Advisor is a member of the Residence Life Student Staff and is supervised by Residence Life Professional Staff. In the event of a vacancy, staff may be asked to fulfill a role or have other job duties added to their position to meet the needs of the students and the department. Every effort will be made to recruit and fill positions as quickly as possible to allow staff to return to the duties for which they originally were hired.

Essential Job Functions

Community Building

- Implement Residential Curriculum within assigned community promoting the learning goals of Civility, Achievement, Engagement, Character and Independence
- Collaborate with internal and external stakeholders to meet the needs of complex residents via programming, learning communities, etc.
- Connect and build relationships with residents via various mediums including face to face and electronic communication
- Promote community development via building walkthroughs, programming and visibility within the hall to foster student ownership and care of residential facilities
- Participate in required emergency drills (Fire Drills, Severe Weather Drills etc.) and complete any required paperwork or follow-up
- Complete desk shifts at 24-hour desk as assigned
- Assist residents in the completion of Roommate/Suitemate agreements and mediate conflicts as they arise
- Maintain appearance of residential facilities through bulletin boards, door decorations, and current postings of information and events
- Promote and support complex council through recruitment of student leaders, attendance at meetings and assistance with events
- Communicate student needs to appropriate professional staff

Administration

- Complete appropriate proposals, evaluations, and intentional interactions as required for the Residential Curriculum
- Complete appropriate budget proposals and paperwork as assigned
- Complete student of concern and incident reporting via Maxient system
- Support and implement the Disney Customer Service model (SERVE TECH & SERVE USH)
- Utilize departmental databases and online systems necessary for the operation of the residential complex, including but not limited to EZ track-it, when to work, and blackboard
- Attend all required meetings including staff meetings and individual meetings with supervisor

On-Call/Crisis Response

- During assigned dedication shifts, be accessible by the complex on-call number and respond as needed to resident concerns
- Participate in dedication shifts whenever residence halls are open, which may include student break periods and holidays
- Be available on a call-to-duty status whenever residence halls are in operation and assist Residence Life staff with residence hall and campus emergencies and major events
- Work with University Student Housing professional staff and external stakeholders, including the Coordinator On-Call, Facility Coordinators, Texas Tech Police Department, and Crisis Hotline, to respond to student concerns or incidents within the residence halls
- Ensure accurate reporting and provide follow-up as necessary with student concerns.

Departmental and Campus Support

- Support departmental initiatives within Residence Life including but not limited to Academic Initiatives, Student Leadership, Social Justice Education, Student Intervention, Recruitment & Training and Summer Conferences. This may include participation in training, staff recruitment, complex council, the Student Staff Leadership Council, Tunnel of Awareness, Carol of Lights, and the end of year Student Leadership Banquet
- Collaborate with key stakeholders to support the academic success of residential students. This includes but is not limited to attending assigned Learning Community Stakeholder Meetings, promoting Residential Tutoring, and connecting students with appropriate academic support resources
- Familiarize self with area and campus resources designed to promote student success and make necessary referrals

Global Competencies

Quality of Customer Service/Relationship with Others/Communication (Oral and Written)

- Respectful, cooperative, and effective in getting along with a diverse group of employees and customers. Expresses ideas/information in a complete, clear, concise, organized, and timely manner. Actively listens to others and is open to suggestions.

Compliance/Staff Development

- Complies with all university and departmental rules, laws, policies and procedures; attends all required training or certification program with the specified time frames.

Planning and Organizing Work/Quality of Work/Initiative/Adaptability

- Effective and efficient utilization of time and resources. Anticipates and responds to the needs of the department.

Dependability/Accountability

- Degree to which the employee can be relied upon and complete tasks in a timely manner.

Additional Factors

Leadership Ability and Coaching

- The ability to organize and influence a diverse group of people to achieve a common goal, communicate clear expectations, provide feedback, recognize effort and celebrate success.

Decision Making

- Effectiveness in making sound decisions and taking appropriate actions.

Conflict Resolution

- Identify conflict and utilize appropriate listening and communication skills to help resolve workplace disputes.

Management of Fiscal Responsibilities

- Effectively demonstrates a commitment to stewardship and appropriate use of resources.

Additional Requirements

Due to the on-call nature of this position, the following physical requirements are expected of a successful candidate. Reasonable accommodations may be made as necessary: Ability to Push/Pull, Lift and/or carry 5-25 pounds; Work with office equipment regularly; Hearing; Speech; Vision (including depth and spatial perception); Work indoors away from natural light for six or more hours at a time; etc. Additionally, Community Advisor staff members are required to participate in all pre-service and in-service trainings for the position, which may include returning early to campus. Work during student break periods and holidays may be required.

Campus Security Authorities and Responsible Employees

As university employees, Community Advisors are considered Campus Security Authorities under the Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act (Clery Act) and as such are mandated to complete necessary training and report any designated incidents which may occur. Additionally, staff are considered Responsible Employees under Title IX which mandates that they must report information related to any Title IX incidents. Training will be provided regarding both Clery and Title IX to ensure staff are aware of required reporting responsibilities. Information regarding the TTU Annual Clery Campus Security Report can be found at: <http://www.depts.ttu.edu/ttpd/clery.php>. Information regarding Title IX at TTU can be found at: <https://www.depts.ttu.edu/titleix/>.

Qualifications

Community Advisor applicants should have experience in an on-campus living environment. Successful candidates will have demonstrated leadership experience and academic achievement. A desire to assist students in personal growth and success is necessary. Minimum qualifications for Community Advisor candidates include:

- Must have resided on-campus for a minimum of two semesters
- Maintain a minimum 2.25 semester TTU/TTUHSC grade point average and 2.5 cumulative TTU/TTUHSC grade point average
- Must be a full-time student at TTU/TTUHSC enrolled in a minimum of 12 undergraduate credit hours or 9 graduate credit hours and no more than 16 undergraduate credit and 9 graduate credit hours. Prior approval is required for additional enrollment.
- Must pass a criminal background check and drug test
- Must maintain good academic and student conduct standing within the university
- Due to the nature of the Community Advisor position, no additional employment can be held on or off-campus.

Remuneration

The Community Advisor position is a part-time (approximately 25 hours per week) appointment with a stipend of \$155.00 per month (the state of Texas has no state income tax). CAs are provided with the Matador meal plan while dining halls are in service. A fully furnished room within the assigned residence hall complex is provided at no expense including utilities, internet access, and basic cable television. Whenever possible, each Community Advisor will be permitted to occupy a double room as a single. However, University Student Housing reserves the right to assign roommates to CAs as needed. In the event that a Community Advisor vacates their position, for any reason, room and board will no longer be provided. The meal plan cannot be spent more than the prorated amount given during the time of employment, nor will any pay outs be made based on unspent meal plan dollars.

Equal Employment Opportunity Policy and Affirmative Action (TTU OP 40.01)

TTU does not tolerate discrimination or harassment of any employee or applicant for employment because of race, color, religion, sex, national origin, age, disability, genetic information, status as a protected veteran, or any other legally protected category, class, or characteristic. While sexual orientation and gender identity are not explicitly protected categories under state or federal law, it is the university's policy not to discriminate in employment, admission, or use of programs, activities, facilities, or services on these bases. (the remaining text of the OP can be found at <http://www.depts.ttu.edu/opmanual/OP40.01.pdf>)