

# UNIVERSITY OF WATERLOO

## JOB DESCRIPTION

<b>Job Title:</b>	Community Assistant, (for Single Graduate Students and Families)
<b>Department:</b>	Housing and Residences, Student Development and Residence Life
<b>Reports To:</b>	Residence Life Co-ordinator, Single Graduate Students and Families
<b>Effective Date:</b>	September 5, 2018 (renewable on term-by-term basis)
<b>Position Number(s):</b>	4 (1 available)

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### General Accountability

The Community Assistant (CA) is accountable to the CLV Residence Life Co-ordinator (RLC), Single Graduate Students and Families for the smooth operation and social atmosphere of the Columbia Lake Village graduate community. This includes being on duty as scheduled, responding to various issues and student inquiries when on duty (approximately one week a month), and assisting the Community Programmer with the implementation of the various events which meet the diverse needs of the CLV families and Single Graduate Students. The Community Assistant will function as a support to the CA Team, and Residence Life Coordinator as requested.

### Nature and Scope

Reporting to the Residence Life Co-ordinator (RLC), Single Graduate Students and Families, the Community Assistant is responsible for providing a high standard of customer service to all graduate residents of CLV.

The University of Waterloo residence system accommodates over 5,100 students. The primary aim of management is to provide a safe and enjoyable living environment, which is conducive to academic study and positive social experiences. Columbia Lake Village is a townhouse community for students with families, single graduates, undergraduates, exchange students and transfer students. The community provides a safe and comfortable environment for people of all ages. It is a very diverse community with students and families from all over the world. International diversity is embraced and celebrated. Columbia Lake Village Graduate Community is made up of units in CLV-North and CLV-South occupied by graduate students from all over the world.

For Families:

- Columbia Lake Village graduate community is family-friendly and provides a safe and comfortable environment for full-time students with live-in dependents. A number of unfurnished 2-bedroom townhouses have been designated as family units.

For Single Graduate Students:

- Columbia Lake Village provides a number of furnished 4-bedroom and 2-bedroom townhouses, which have been designated as single graduate homes.

## Specific Accountabilities

- Answering the on-call phone and responding to all calls accordingly and in a timely fashion
- Liaising with appropriate University departments as required, (e.g. University of Waterloo Police)
- Maintaining a detailed record of all incidents and other findings and reporting them to the Residence Life Coordinator
- Performing mandatory rounds in the CLV South and North graduate community each weeknight at 8 pm and 10 pm. Three times on weekends, at 9 pm, 11pm, and 1 am - more frequently when needed
- Rounds are also to take place in the Community Centre each weeknight at 8 pm and 10 pm and two times on weekends, at 9 pm and 11pm
- Being on call and on site (on a rotating schedule) from 6 pm to 8 am Monday to Friday - 24 hours on Saturday, Sunday, statutory holidays, and any additional days the University is closed
- Working closely with the Community Programmer to assist in developing, implementing, and executing programming events for the families and single graduate students living in residence
- Attending programs in order to contribute to the development of community building amongst the families and graduate students living in residence
- Participating in the move-out and move-in process at end of month/term
- Possessing a strong knowledge of the CLV surroundings, the campus, the City of Waterloo resources, in order to assist the residents accordingly
- Being an adequate role model to the community and keeping confidentiality of the department, students and staff
- Communicate regularly with the Residence Life Co-ordinator with regard to staff, students and children concerns
- Preparing "on call" monthly schedules, and distributing it to the necessary staff/offices, attending team building events as well as biweekly team meetings and one on one meetings with RLC (once a month)

## Requirements

- The incumbent must be a registered full-time student at the University of Waterloo and live in the Columbia Lake Village Graduate Community for the entire duration of this appointment
- Be eligible to work in Canada, and provide a "Police Vulnerable Sector Record check" (at own expense)
- Possess excellent communication and interpersonal skills, and display interest in wanting to help others

**Please forward your resume and cover letter to Jake Alvarez at [clvprog@uwaterloo.ca](mailto:clvprog@uwaterloo.ca) no later than 5pm on Wednesday, August 15, 2018.**

**Inquiries regarding the position may be sent to Jeck Baconga [jrbacong@uwaterloo.ca](mailto:jrbacong@uwaterloo.ca)**

**Please note: your full name, UW Student ID#, Phone # and your CLV Unit Number must be on the resume and cover letter.**

**In lieu of time, please provide 2 employment references with your application – referee name, telephone # - position title and email address must be included.**

**Remuneration: \$400 per month**