

COMMUNITY ASSISTANT EXPECTATIONS

Position Dates: May 2019 – July 2020



To ensure orderly operations and provide the best possible work environment, COCM expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are general expectations that failing to follow may result in disciplinary action, up to and including termination of employment:

SCHEDULES & APPEARANCE

- Be to work on time or let direct super know if you are going to be late or need to take the day off. Excessive absenteeism or absence without notice is unacceptable and will be addressed immediately by supervisors.
- When working 6 hours or more, two 15 minute breaks are allowed throughout the day. Breaks should be taken generally 2 hours after beginning work and 2 hours before the end of your shift, please check with your lead to determine when your breaks are for a shift. If an additional break is needed be sure to ask your lead.
- Do not drag out work until break begins, try to finish projects before taking breaks.
- When working 7 hours or more, a 30 minute unpaid lunch is allowed. Lunch should be taken generally be taken 4 hours after beginning work. Please check with your lead to determine when your lunch is for your shift.
- Please fill out the Electronic timesheet accurately (sent to you via email from your direct supervisor). You will only be “paid” for the time that you log on the timesheet. Be sure to ensure that your hours are accurate. Your Electronic timesheet is due at the end of every month. If you have questions about payroll, please contact director supervisor
- Do not falsify any timekeeping records, this includes, but is not limited to time theft, unauthorized breaks, etc.
- Have all overtime hours approved by director supervisor BEFORE participating in over time hours.
- You are expected to work until last day of Occupancy agreement contract, please plan accordingly.
- Dress appropriately by wearing pants, nice jeans, capris or khaki/cargo shorts.
- Wear the Daumier shirts that were provided and do not alter those shirts in anyway.
- Make sure that all clothing is clean and neat with no holes or cuts.

PERFORMANCE

- You are representing Capstone, The Daumier and the University so be sure you do so respectfully. Intentional/careless damage or negligence/improper conduct leading to damage of employer-owned or customer-owned property is not acceptable.
- Complete all job responsibilities and duties professionally and in a timely manner. You should be in your assigned work location until the task is complete or a scheduled break occurs.
- You will be expected to follow the general guidelines to the position and to make decisions that use good judgment. We reserve the right to determine what judgments were good and which were bad.
- If you are unsure how to complete a project or how it is supposed to be done be sure to ask instead of just guessing. It is important things are completed correctly the first time.
- If you complete a job or task and you are not sure what to do next be sure to ask.
- Be proactive. If you see something that needs to be done bring it up immediately.
- If you have any ideas of ways to improve how things are being completed be sure to bring them up.
- Express concerns in a positive manner and in general be positive. Your attitude reflects easily outward and impacts those around you.
- All forms, signs, papers, etc. should be filled out completely, legibly, accurately and by the deadline.
- Maintain flexibility as new situations arise.
- Ask for help when you need it.
- Learn from your mistakes. We make mistakes; please call us on them immediately.
- Never be afraid to ask any question.
- Participate in other duties as assigned.

- HAVE FUN and strive to create a positive work environment for everyone!!!

ON CALL

- Perform in a weekly On-Call Duty Rotation, with the understanding that you will be on duty up to one full week (7 consecutive days) at a time, as well as Christmas, Easter etc. Duty will be split on a rotating basis with the Community Assistant Team. (process may be changed as agreed upon based on class schedule availability)
- Daumier shirt should be worn at all times while handling on call concerns.
- Carry the Professional Duty Phone on your person at all times while on duty.
- Confidentiality is essential. Questions or concerns should be addressed with your direct supervisors
- On Call log should be completed digitally using the application provided by supervisors. Logs should be detailed and accurate.
- Follow ups regarding building maintenance or resident concerns should be addressed with supervisor immediately.
- 2 building rounds, 7:30pm and 10:00pm, should be completed during every shift. A 3rd building round may be added if instructed by supervisors
 - Headphones are to NOT be worn while conducting building rounds.
 - Nonresidents and/or non-employee students should not accompany during building rounds.

OFFICE SHIFTS

- Daumier shirt, bottoms and closed toe shoes should be worn at all times.
 - Tears, rips, cut outs or modifications are un acceptable.
- Daumier Phone should be answered in a professional manner. "Hello thank you for call the Daumier.."
- Do not use cell phone speaker to play music when in public areas where students are present. Use headphones to listen to music at a low volume but be sure to be aware of surroundings and be able to hear students and answer important calls, etc.
- Cell phones should be put away unless emergency or allowed by supervisor.
- Academic studying is allowed at the front office after all assigned duties are completed.
 - Headphones are to not be worn

PROGRAMMING

- Design, implement and host a minimum of 2 Daumier Community Programs per month
- Must execute 1 Daumier Popup Popcorn per month
- Daumier Community Programming requirements are to be outlined during training
- Daumier shirt, bottoms and closed toe shoes should be worn at all times.
 - Tears, rips, cut outs or modifications are un acceptable.

REALTIONSHPIS

- We all should work as a team and ask others if they need help or let others know if they need help with a project. All staff should be willing to assist when and where needed.
- Be respectful to all those you encounter and follow instructions given to you by your supervisors or lead.
- Sexual, unwelcome or other unlawful harassment will not be tolerated. In addition, if you encounter such behavior please report it to direct supervisor immediately.
- Fighting, threatening violence, or being disruptive will not be tolerated.
- All issues with residents or staff members should be brought to the attention of the management team only.

COMMUNICATION

- Honest communication is a necessity. If you make a mistake, admit it, accept the consequences, and move on.
- Question things you do not understand or agree with, but be prepared to support the final decision.
- Cell phone use is allowed but should be kept to a minimum and not interfere with the tasks you are completing.
- Do not use cell phone speaker to play music when in public areas where students are present. Use headphones to listen to music at a low volume but be sure to be aware of surroundings and be able to hear students and answer important calls, etc.
 - Headphones are to NOT be worn while conducting building rounds.
- Foul language and or inappropriate comments are not tolerated and will be dealt with immediately.

MANDATORY DATES

If these dates should change or additional dates be added. Director supervisor shall notify Community Assistant staff in a timely matter.

- Preview Days (TBD)
- Move in Day August 2nd, 2019
- Move Out July 18th, 2019
- Quarterly Health and Safety Inspections
- 1 Major Holiday and 1 Minor holiday
- No Vacation days are too be taken in July or August due to move out and move in.

MEETINGS

- We will occasionally have trainings when needed and mandatory
- We will be meeting bi-weekly as the Community Assistant Team at TBD, these meeting are mandatory
- We will be meeting occasionally at an entire Daumier staff (including full time staff), when needed. These meetings are mandatory.

SAFETY & SECURITY

- You will be held responsible for any use or misuse of keys either checked out to you and in your possession or available to you in your capacity as a staff member. All lost or missing keys must be reported immediately.
- Do not steal or remove possessions/property without being instructed by a member of the management team.
- Dangerous or unauthorized materials, such as explosives or firearms, are not allowed in the workplace.
- Adhere to all safety and health rules.
- To ensure a positive work environment, gambling on company time or property is not allowed.

ACADEMICS

- Understand that academics come first. However, that doesn't mean that all academics come before your job, please plan accordingly and use good time management skills to balance your obligations.

COMPENSATION

• This student position is anticipated to work 20-25 hours a week dependent on whether the student would like part time or full time hours. These hours will be occupied with on-call responsibilities, office hours, meetings, project work, and administrative responsibilities. There is also the opportunity to work for additional hours over break periods, including summer.

Community Assistants will be paid 2 hours for every on call weekday shift (Monday – Friday), 3 hours for every on call weekend shift (Saturday – Sunday, and holidays in which the office is closed) and per hour for all office shifts. This is given as an employee discount applied to your housing fee through your Daumier Resident Portal account.

ALCOHOL & DRUGS

- It is against the law to drink alcohol if you are under 21 years of age.
- Do not work under the influence of alcohol or illegal drugs.
- Possession, distribution, sale, transfer or use of alcohol or illegal drugs in the workplace, while on duty or while operating employer-owned vehicles or equipment is prohibited.
- Any improper behavior due to intoxication may result in disciplinary action.

TIME AWAY

- Take time for yourself, you deserve time away. If you need to be gone for the weekend and you work weekend hours, It is your responsibility to get your shifts covered, 24 hours before shift begins, and forgo payment for the hours not worked.

These are the expectations of the Community Assistant Staff for 2019-2020. These expectations are subject to change and if they do change, you will receive a new copy.

If for some reason any of these expectations are not met, respect the fact that you will be held accountable. Remember that you are responsible for your actions. You must accept the positives and the consequences that result from your decisions.

By signing below, I agree to carry out my duties as a staff member at The Daumier. I have read the above expectations and understand that I will be held accountable for the information in them.

If I have questions or concerns regarding policies, procedures or expectations, I understand that it is my responsibility to bring these to the attention of my supervisor.

NAME

DATE