

Campus Living Operations Assistant (CLOA) POSITION DESCRIPTION 2024-2025

Department Overview

Campus Living at Northern Arizona University houses 7,800 students and staff in 22 campus living communities (CLCs), including traditional, suite and apartment communities. Our departmental mission and four foundational value areas work together to provide an intentional, comprehensive, and expansive lens guiding all we do and how we do it. Through our values, we ground our approach, priorities, decisions, interactions, services, staffing, resources, processes, policies, reflection and navigation of complex situations.

Campus Living [Mission Statement](#):

“We create a welcoming and vibrant campus living experience where students connect, explore and belong.”

Our four [foundational value areas](#):

- Care and Support
- Community and Connectedness
- Equity and Inclusion
- Learning and Development

We value and honor diverse experiences and perspectives, and are [committed to fostering inclusive communities](#) where individuals feel valued, safe, and understood. To promote the success of students, staff and faculty, we strive to learn about individual and shared human experiences, while advocating for the respect and inclusion of all identities.

Position Overview

Academic year: The Campus Living Operations Assistant (CLOA) is a 15-20 hour per week student position focused primarily on facilitating housing operations, business processes, and services that support prospective, incoming and current students, families and guests. Each CLOA manages operations of a community hub/front desk located in a Campus Living Community (CLC), the Campus Living Resource Center (CLRC) or the Campus Living main office. CLOAs facilitate additional campus living operations including assistance with housing assignments, CLC transfers, student communications, room key and resource management, damage charges, term transition tasks, and department representation at NAU Admissions recruitment and orientation events. CLOAs report directly to a Campus Living Operations (Ops) GA, the Assistant Manager of Operations, and have a bi-weekly 1:1 meetings with the Campus Living Coordinator (CLCC) of the community. CLOAs work collaboratively with the housing operations team, Campus Living Community Assistants (CAs) and Campus Living Initiatives and Partnership (CLIP) Peer Supporters.

The CLOA positions in the Campus Living main office require a high level of attention to detail, and customer service skills. Our CLOA's handle a very high volume of students, parents, and prospective students asking a broad range of questions about housing including rent charges, roommate issues, roommate search and room selection process, and what it's like to live on campus. Our CLOA's also post lost keys and damage charges to student LOUIE accounts and guide students to complete various forms in our housing portal. Our CLOA's at the main office front desk do not manage payroll or train CLC staff. This position will be based on the interview as well as availability. The main office is closed during evening and weekend hours.

The CLIP Peer Supporters role is paid hourly and receives bi-weekly paychecks.

Summer: Continued employment through the summer is available, with summer hours averaging 30-40 hours per week. Summer responsibilities include ongoing housing operations and summer group procedures, including

check-in/check-out, key audits, linen room inventory, and occupancy transitions for summer sessions, conferences, workshops, and special group housing.

Job Functions and Responsibilities

Front Desk Management

- Manage operations, processes and procedures of a front desk located in a designated Campus Living Community (CLC), the Campus Living Resource Center (CLRC), or the Campus Living main office.
- Train CLC and CLIPP student staff on front desk operations/responsibilities.
- Schedule staff to cover desk hours including breaks and holidays utilizing the Shiftboard system.
- Manage payroll processes in accordance with university timelines and procedures.
- Conduct regular key audits and maintain accurate accounting of keys, key codes, etc.
- Inventory and maintain equipment and hall resources.
- Conduct regular resource audit and maintain accurate inventories within StarRez Housing Information System.
- Provide oversight of front desk mail and package services.
- Facilitate front desk lost and found.
- To support student/staff connections and visibility, each CLOA is required to work on site at their designated desk for 9-12 scheduled hours per week (typically 3-4 three-hour shifts) throughout the academic year. CLOAs have the option to work additional shifts including picking up desk shifts from those out sick, shifts during breaks (Thanksgiving, Winter, Spring) and during peak times when shifts may be added to the schedule.
- During desk shifts, complete all operational desk tasks and respond to student needs, including answering questions, receiving and routing emergency and critical incident calls, monitoring CLC security through the Lenel system, receiving/distributing packages, responding to lockouts, checking students and temporary community members in/out of their room, handling keys and resources, and conversing with students at and around the desk.
- Frequently communicate, provide feedback, and work collaboratively with CLC and CLIP staff regarding overall operations, areas of improvement, consistency of practices, and ongoing training needs.
- Collaborate with Campus Living housing operations team to improve front desk processes and procedures.
- Manage summer desk-related preparations for building and occupancy transitions for summer sessions, conferences, workshops, and special group housing.

Campus Living Housing Operations

- Facilitate housing processes and procedures for students, short-stay occupancy, temporary housing, special groups, summer conferences and workshops.
- Participate in preparations for hall opening, closing, and semester/summer transition periods.
- Assist with housing assignments and CLC transfer requests.
- Communicate with prospective, incoming and current students, parents and guests through email, phone, and in person.
- Represent the department at NAU Admissions recruitment and orientation events, including preparations, expo tabling, assisting with presentations, and helping with CLC tours as needed.
- Assist Campus Living Community (CLC) Coordinators and GAs with tracking and/or processing charges. Help with summer group planning and procedures including desk schedules, floor plans, check-in/out processes, billing and communication.
- Provide ongoing feedback about areas for enhanced service and improvements across the department.
- Participate in building and departmental meetings, trainings, and in-services
- Perform other administrative duties as assigned.

Staff Training, Development and Teamwork

- Attend and actively participate in all regularly scheduled training and staff development sessions, one-on-one meetings, and CLOA staff meetings/trainings as arranged throughout the academic year.
- August and January training periods require CLOAs to return to campus prior to the official opening of the Campus Living Communities

- Meet regularly and work closely with your supervisor to focus on professional development, performance in the role, and identifying any areas of assistance and support you need to succeed. Keep supervisor informed of desk and operational trends, concerns, feedback, etc.
- Intentionally develop and maintain positive and collaborative staff relationships.
- Contribute to the team, share the workload, and role model ethical work habits.
- Serve as an approachable and accessible resource for fellow staff members.
- Communicate respectfully while sharing and receiving feedback.

Conditions of Employment

Academic Responsibilities

CLOAs are required to:

- Have and maintain a minimum semester and cumulative grade point average of 2.00. Additional details in the CLOA Agreement address steps taken if semester and/or cumulative GPA fall below 2.00.
- Have completed at least 24 credit hours (from NAU or another institution) by the end of the semester prior to beginning the role. (Ex: 24 hours completed by end of Spring 2024 to start the position in Fall 2024) Enroll in 12-18 credits (or 9-15 graduate credits). Enrolling in more than 18 credits or fewer than 12 credits requires supervisor approval prior to class registration.
- Maintain a minimum 67 percent pace of progress. The total sum of your successfully completed credit hours divided by your total attempted credit hours measures your pace of progress. Transfer hours are counted as both completed and attempted.
- Be available for the full academic year.

CLOAs who will be completing internships, clinical or practicum hours, or student teaching will be required to develop an action plan with their supervisor prior to the semester the academic requirement begins.

Outside Activities

Due to the nature of the CLOA position, the CLOA needs to balance classes and extracurricular activities. To accomplish that, the following guidelines apply:

- The CLOA role has priority over other activities with the exception of academic work.
- CLOAs may be employed in part-time jobs outside of the position for up to a total of ten (10) hours/week based on performance and supervisor approval*
 - * On-campus student employees may work up to 30 total/combined hours/week when classes are in session and up to 40 hours per week during winter and spring breaks or summer session. Exceptions apply for Minors or International students based on Visa status. For those with Federal Work Study, it is recommended that you do not exceed 20 hours per week in total.*
- Activities and employment outside of the CLOA position must be discussed and approved with the supervising CLO GA at the beginning of each semester and/or prior to adding an activity.

Background Checks

A criminal background investigation and employment history investigation are required and performed prior to employment. Employment is contingent upon clearance by the NAU Human Resources office.

Student Conduct Standing

All CLOAs must remain in good standing as it relates to student conduct as outlined in the Student Code of Conduct.