

Campus Living Community Assistant (CA) POSITION DESCRIPTION 2025-2026

Department Overview

Campus Living (CL) at Northern Arizona University houses 8,100 students and staff in 22 campus living communities (CLCs), including traditional, suite and apartment communities. Our departmental mission and four foundational value areas work in concert 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

The Campus Living Community Assistant (referred to as a Community Assistant or CA) is an academic-year live-in student leadership position primarily focused on helping students enjoy a positive campus living experience that reflects our departmental mission and foundational value areas. The CA is an upper-division student who plays a critical role in creating an inclusive environment where students develop independence while learning to live cooperatively with others. The CA does this through interacting with community members, planning events and activities, listening and providing resources to community members with concerns, coaching positive roommate relationships, educating on community living expectations and policies, responding to emergency and crisis situations, and helping to ensure safe and well-maintained facilities and services that meet student needs. Reporting to a full-time live-in Campus Living Community (CLC) Coordinator and potentially a CLC Graduate Assistant (CLCGA), the CA is responsible for connecting with approximately 35-50 residents in a designated floor or area of a campus living community. The CA role is an average 20-hour/week position. The 20 hours a week can be at the CA's discretion in conjunction with supervisors and may not look the same week to week.

Job Functions and Responsibilities

Student Interaction and Community Building

- Support the Campus Living mission, foundational values, and commitment to inclusive communities by creating a welcoming and vibrant environment for residents.
- Cultivate relationships and build rapport with community members through learning names, interacting in person with individuals and groups on a regular basis, and checking in with community members throughout the semester to see how they are doing.
- Be available, approachable, and have a visible presence in the community.

- Implement and meet the expectations of the Campus Living Community Engagement Framework (CEF), including CLC-specific expectations of the Community Engagement Plan (CEP) as designated by your CLC Coordinator/GA.
- Provide opportunities and assist community members with getting to know each other and help foster relationships amongst them.
- Encourage community members to get involved, organize activities, and participate actively in their living community.
- Serve as an initial resource and support community members' personal, academic, and career wellness.
- Listen and respond to student concerns, providing initial support, appropriate referrals, and connecting them with additional campus resources.
- Maintain awareness of current events, trends, and issues that may impact community member well-being and success.
- Create and implement events based on community member interests and/or trends in the community and assist with events deemed necessary by supervisors.
- Work with students to develop and maintain an atmosphere conducive to study and community living; meet regularly with community members as a group to discuss expectations, address concerns, and discuss policies as they pertain to the community.
- Encourage students to take responsibility for developing a communal atmosphere where community members respect the rights of others and approach one another with concerns through roommate agreements, conflict resolution, and mediation.
- Collaborate with Campus Living Initiatives and Partnership Peer Supporters (CLIPPS) and the Campus Living Operations Assistant (CLOA) to provide engagement opportunities in the campus living community.
- Assist with staffing and bring community members to designated Campus Living Signature Events such as the Letters, Family Weekend Event, Homecoming, etc.
- Participate in and support student leadership group events (CLSA, NRHH, and Community Councils) and NAU campus-wide programs.

Behavior Education and Emergency/Crisis Response

- Understand and reinforce the NAU Student Code of Conduct and Campus Living Community Standards policies and procedures.
- Address behaviors that may violate university policy; respond with care and an educational focus on student behavior, individual and community impact, and student learning.
- Model appropriate behavior and skills by upholding the laws, policies, and procedures of the US Government, State of Arizona, NAU, and Campus Living.
- Carry out on-call responsibilities and expectations outlined in the CA on-call manual, including scheduled coverage of weekdays, weekends, and holidays for all open/occupied communities.
- Understand and utilize emergency procedures to respond to student and/or facilities emergencies.
- Communicate all emergencies/crises/critical incidents to supervisor and on-call staff.
- Provide initial support, guidance, and appropriate referrals for residents of concern; follow up with students upon consultation with supervisor and/or on-call staff.
- Document incidents clearly and thoroughly through the appropriate reporting form and submit them within 24 hours of the event.

Administrative Responsibilities

- Develop and employ organizational skills to complete job tasks and assignments thoroughly, appropriately, and in a timely manner.
- Regularly check and respond to supervisor and departmental communications.
- Utilize Shiftboard to trade and change shifts in accordance with Campus Living procedures.
- Use LOUIE Time and Labor to clock in and out of all desk shifts in compliance with departmental and University requirements for hourly work.
- Check common spaces and public areas of assigned floor/area regularly to report maintenance needs. Follow up on work order completion/open work order requests as supervisors deem necessary.
- Post all approved information, announcements, flyers, and digital signage in a timely manner and remove materials promptly after they conclude.

- Assist with departmental processes, including term transitions, roommate agreements, student staff selection, housing reapplication, departmental/university surveys, CL-sponsored events, and other tasks scheduled with advance notice.
- Assist with fall and spring openings, which occur before classes start each semester.
- Assist with closing operations, which can include completion of responsibilities after classes have ended, during graduation weekend, and after graduation has occurred.
- Respond promptly to emails and communications from supervisors and community members.
- Complete other CLC-specific operational tasks as determined by the supervisor(s).

Staff Training, Development and Teamwork

- Attend and actively participate in all regularly scheduled training and staff development sessions, one-on-one meetings, CLC staff meetings and all-staff meetings/trainings as arranged throughout the academic year.
- July/August and January training periods require CAs to return to campus in advance of the official opening of the CLCs.
- Attend scheduled CLC staff or all-staff meetings held on Wednesday nights from 7:00 p.m. – 9:00 p.m.
- Intentionally develop and maintain positive and collaborative staff relationships.
- Contribute to the team, share the workload, and role model ethical work habits.
- Demonstrate behaviors that support the mission and values of Campus Living.
- Communicate regularly with supervisor(s) and keep them informed of community trends, student concerns, engagement efforts, facility needs, etc.
- Stay on campus at least two weekends a month; exceptions must be approved in advance by supervisor(s).
- Be available during special events, including Fall/Spring opening/closing, Labor Day weekend, Family Weekend, and Homecoming.
- Open/occupied CLCs require on-call and staffing coverage. Staff work together to create a coverage schedule.
 - All CLCs remain open during Thanksgiving Break and Spring Break.
 - Only specific communities are designated for winter housing (typically apartment and suite-style communities). CAs in open CLCs are required to work a portion of the winter break period.
 - CAs from closed winter CLCs may have the ability to assist with covering open CLCs.

Remuneration

Room and Partial Meal Plan

Each CA receives:

- On-campus housing free of rent. The specific assigned space is determined by staffing and community needs.
- Partial meal plan. CAs receive a specific meal allotment to assist with resident interactions and community building. The specific partial meal plan received is associated with CLC placement (community/room type).

Please note:

- Campus Living is required to report the combined value of housing and partial meal plan to the Office of Scholarships and Financial Aid (OSFA), which may impact a staff's individual financial aid. Please contact OSFA with any questions.
- Staff placed in a double room as a single may receive a roommate depending on occupancy or change CLC/room assignment if needed based on extenuating circumstances. CAs are notified in advance of a change in room/CLC or roommate assignment.
- Staff are not guaranteed a private room, suite, or apartment during employment. It is highly likely that CAs will have roommates/suitemates in suite and apartment-style communities. CAs may not always get a choice of who their roommate/suitemate is.

Additional details regarding CLC placement and meal plan are outlined in the CA Agreement.

CLC Desk Coverage*

*CAs receive additional compensation at an hourly rate for working CLC community hub/front desk shifts

- Each CA is scheduled for four (4) to six (6) required hours per week (typically three 2-hour shifts) throughout the academic year. Each CA is scheduled for approximately 12-15 hours at the front desk during fall move-in.
- CAs have the option to work additional community hub shifts, including picking up shifts from those out sick, shifts during breaks (Thanksgiving, Winter, Spring), and during peak times when shifts may be added to the schedule.
- During community hub shifts, CAs complete all operational desk tasks and respond to student needs, including answering questions, monitoring CLC security through the Lenel system, receiving/distributing packages, responding to lockouts, checking students and temporary residents in/out of their room, handling keys and resources, and conversing with students at and around the desk.

Conditions of Employment ---

Academic Responsibilities

All CAs are required to:

- Have and maintain a minimum semester and cumulative grade point average of 2.0. Additional details in the CA Agreement address steps taken if semester and/or cumulative GPA falls below 2.0.
- 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 2025 to start the position in Fall 2025)
- Be a full-time NAU student enrolled in 12-18 NAU 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.

CAs who will be completing internships, clinical or practicum hours, or student teaching, will be required to develop an action plan that must be approved by their supervisor prior to the semester that the academic requirement begins.

Outside Activities

Due to the paraprofessional nature of the CA position, it is essential for the CA to work on and maintain a sense of balance. In order to accomplish that, the following guidelines apply:

- Outside activities, including clubs, organizations, executive roles, and student employment, require supervisor approval at the beginning of each semester and/or prior to beginning that activity.
- The CA position has priority over all other activities, with the exception of academic work.

Background Checks

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

Student Conduct Standing

All CAs are required to remain in good standing as it relates to student conduct as outlined in the Student Code of Conduct.

Agreement Release/Termination

Continued employment in the CA role is contingent upon completing all aspects of the CA role, including satisfactory performance in all areas of the role and a satisfactory evaluation by their supervisor each year.

Should it become necessary for a CA to be released or terminated from their CA position, on-campus housing is not guaranteed and may only be available in the CA assignment. The ability to continue living on campus will be determined as part of the separation process, including consideration of space availability. Any remaining meal plan balance will be terminated on the date of release/termination. Any additional and/or future student leadership and/or leadership opportunities with Campus Living may be impacted by termination.