



# HOUSING & DINING SERVICES

COLORADO STATE UNIVERSITY

<b>POSITION:</b>	Community Coordinator (CC)
<b>DEPARTMENT DESCRIPTION:</b>	University Housing is an office within the Department of Housing & Dining Services that supports CSU’s Principles of Community: Inclusion, Integrity, Respect, Service, and Social Justice. University Housing strives to create vibrant and inclusive communities throughout students’ on campus housing experience which enhance learning, personal and social growth, and global engagement. Our goal is to provide staff with inclusive environments that foster holistic professional development and opportunities to work with students, campus partners, and guests in a variety of areas in their lives. We aim to develop learning communities where residents can thrive and be retained as successful students. Staff are expected to uphold our values of customer first service, commitment to students and staff, integrity, respect and teamwork, inclusiveness and diversity, innovation, and stewardship.
<b>POSITION SUMMARY:</b>	The Community Coordinator (CC) is a critical live-in, paraprofessional staff member that serves the residents of University Housing’s apartment communities. CCs build a community in their assigned area, inclusive of all students and their partners/spouses, children, and other live-in residents. CCs provide intentional programming throughout the year to support community-building and help residents create and sustain connections with their neighbors and the broader CSU and Fort Collins communities. Within this position, CCs engage in critical thinking and problem-solving to address community needs, and to provide support to residents. The CC position is a 15-20 hour per week position, plus on-call duty responsibilities. CCs may fulfill additional hours during training periods and depending on the time of the year. CCs serve in an on-call duty rotation. Please note that the specifics of each role may differ slightly depending on the needs and structure of the assigned community.
<b>RESPONSIBILITIES:</b>	<p><i>Community Building and Resident Support</i></p> <ul style="list-style-type: none"> <li>• Initiate, develop, and maintain positive and supportive relationships with all area residents and staff members; develop rapport with all residents of the assigned community on a first-name basis</li> <li>• Serve as the first point of contact for residents upon arrival to the community</li> <li>• Greet each new resident in the assigned apartment area, including students, partners/spouses, roommates, children, and other residents</li> <li>• Support residents as they transition out of the apartment community</li> <li>• Be present in the community during various times throughout the week and weekend; visit with residents and engage as an active community member on a consistent and intentional basis</li> <li>• Utilize robust knowledge of resident needs and interests to develop community-wide programs as directed by supervisor</li> <li>• Meet regularly and consistently with residents per area/department/supervisor/individual needs and expectations</li> <li>• Initiate intentional and thoughtful interactions with residents to build one-on-one relationships within the community</li> <li>• Address neighbor and community conflicts, and refer to supervisor and/or campus resources as required by the resident and situational needs</li> <li>• Support a sense of pride in the community by enforcing apartment policies</li> <li>• Bring resident issues to supervisor in a timely manner, and follow up per supervisor expectations</li> <li>• Apply CSU Principles of Community to programs and resident interactions</li> </ul>



- Support maintenance of a clean and welcoming community by submitting timely work orders for area concerns, following up with residents who violate apartment policies, and collaborating with colleagues, supervisors, and maintenance staff to upkeep communal areas

*Diversity and Inclusion*

1. Foster a respectful community in which students' and residents' stories are honored and all identities are welcome.
2. Promote activities that contribute to increasing students' multicultural competence.
3. Help students utilize diversity resources on campus.
4. Demonstrate personal growth and self-awareness of own and others' social identities.
5. Work to create and maintain intentionally inclusive spaces within the community.

*Training and Staffing*

- Assist with staff selection, staff training, and staff development activities to support the hiring and development of successful candidates
- Participate in all staff training sessions, retreats, Continuing Education sessions, and workshops during the summer, winter, and throughout the year

*Policy and Procedure Enforcement*

- Complete incident reports for all residents who violate University Housing, CSU, local, state, and federal policies and procedures
- Enforce University and departmental policies and procedures with residents to ensure health and safety of residents and the apartment community
- May conduct apartment inspections, per supervisor request and based on facilities and assignments needs
- Serve on-call and on-duty to address community concerns, following all policies related to assisting residents, guests, and community members in the apartment areas as outlined by University Housing and CSU
  - This includes, but is not limited to, being present in the community and conducting community walks as assigned by supervisors, assisting residents with lockouts throughout the night, addressing noise violations and roommate/neighbor/community conflicts, and checking residents into their apartments
  - While serving on-call, may be asked to provide Front Office coverage in the absence of available Office Assistants
- While serving on-call duty, RA/CCs may not serve in any capacity while 'impaired by alcohol or drugs, even those lawfully prescribed, as determined under a reasonable suspicion standard'. This includes, but is not limited to, alcohol and cannabis. See the CSU Policy; Drugs and Alcohol (link) for more information. Write and submit work orders on facilities and other issues/concerns within the community
- As a Campus Security Authority (CSA), CCs are required to report all information regarding alleged crimes that are reported to them in good faith by others, as well as information of alleged crimes that they personally witness. *More information on the roles of CSAs available [here](#).*
- Respond to student behavior which involves incidents of bias based on race, age, creed,



color, religion, national origin or ancestry, sex, gender, disability, veteran status, genetic information, sexual orientation, gender identity or expression, or pregnancy, in accordance with CSU's Non-Discrimination Policy, available [here](#).

- Uphold CSU's Title IX "Responsible Employee" responsibilities, which include reporting all incidents of sexual harassment, sexual misconduct, relationship violence, stalking, and retaliation through supervisors, per CSU's policy, available [here](#).
- As a Mandatory Reporter, CCs must report all incidents of actual or suspected child abuse or neglect.

*Programs/Events (based on residential population in respective apartment community)*

- Lead, develop, and assess programs created for assigned residents in each apartment area
- Implement, plan, and conduct outreach regarding children, roommates, families, spouses/partner-specific programs to meet the specific needs of the relevant resident population
- Assist all area staff with area programs by being present at programs as needed and per supervisor expectations
- Provide support to implement events focused on spouses and partners, based on residential population under the leadership of the Resident Manager/Assistant Resident Manager
- Understand resources at CSU and in the local community for families, and help connect residents to resources as needed
- Provide support to implement events focused on children and youth, based on residential population under the leadership of the Resident Manager/Assistant Resident Manager
- Implement and provide support for large-scale traditional apartment programs and events, such as the Multicultural Carnival, World Fest, and International Women's Welcome
- Develop events and activities that help to build pride in and connection to the apartment community
- Lead the Garden Club and Flower Bed community programs, along with a focus on patio enhancement (Aggie Family and University Housing)
- Collaborate with University Housing Outreach and Projects to outreach to Fort Collins community for childcare, volunteer opportunities, community involvement, welcoming residents to the community, and partnering with local schools
- Participate in outreach on campus and in the Fort Collins community to develop programming to support specific needs of families and children in the community

*Administrative Responsibilities*

- Attend and participate in weekly apartment area staff meetings
- Attend weekly or bi-weekly contact meetings with supervisors, based on community needs and supervisor expectations
- Maintain open lines of communication with supervisors, other Community Coordinators, Family Programs Coordinators, and area office staff
- Utilize phone, email, and in-person communication with managers to communicate area



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	<p>updates, successes, and concerns in a timely manner</p> <ul style="list-style-type: none"> <li>• Participate in an annual performance evaluation</li> <li>• Participate in area committees and collateral assignments, and attend all related meetings as assigned by supervisor</li> <li>• Support development and distribution of weekly and monthly area newsletters</li> <li>• Be available in the community during high-volume check-ins (prior to the start of the Fall and Spring semesters) and check-outs (after the conclusion of the Fall and Spring semesters)</li> <li>• Fulfill other duties as assigned</li> </ul>
<p><b>JOB QUALIFICATIONS:</b></p>	<p><i>Required Qualifications:</i></p> <ol style="list-style-type: none"> <li>1. Hold good academic standing with the University, if enrolled as a student. A 3.0 GPA or higher is required for all graduate students, and a 2.0 for all undergraduate students.</li> <li>2. Maintain eligibility to work in the United States and live in an on-campus apartment, if applying as a non-student</li> <li>3. Available to attend weekly staff meetings on Tuesdays from 6:30pm – 8:30pm, including during break periods.</li> <li>4. No current or pending student conduct incidents (prior incidents are not a disqualification, but all prior cases must be closed by time of hire)</li> <li>5. Maintain 6 or more credit hours as an undergraduate or 5 or more credit hours as a graduate per semester of employment at Colorado State University</li> </ol> <p><i>Preferred Qualifications:</i></p> <ol style="list-style-type: none"> <li>1. Demonstrated ability to relate with people of different cultural backgrounds</li> <li>2. 2.5 GPA (undergraduate)/3.5 GPA preferred (preferred)</li> <li>3. Current resident of University Housing apartment communities</li> <li>4. Current or past RA, ICA, CC, or FPC experience</li> </ol>
<p><b>CONDITIONS OF EMPLOYMENT:</b></p>	<ol style="list-style-type: none"> <li>1. Consent to, and participate in, a background check       <ol style="list-style-type: none"> <li>a. Must be 18 years of age or older at the time of hire and background check</li> </ol> </li> <li>2. Participate in a review of conduct records at Colorado State University prior to and throughout employment</li> <li>3. Enrolled at CSU and making progress toward degree during period of employment</li> <li>1. Required to attend all training sessions including mandatory sessions in the spring prior to employment, July/August prior to the fall semester, January prior to spring semester, and all staff meetings held on Tuesdays 6:30-8:30 p.m. during the employment period.</li> <li>2. Commit to one full academic year (considered Fall and consecutive Spring term) in the position       <ol style="list-style-type: none"> <li>a. Staff are not guaranteed a position at the close of the employment period</li> <li>b. To be considered for another year, staff must apply as a returner; evaluations and overall performance will be considered before staff are re-hired</li> </ol> </li> <li>3. First semester CCs may not student teach or hold internships. After the first semester, experiences which will take the CC away from their community for significant time blocks are discouraged, and must be approved by the Resident Manager before they are accepted</li> <li>4. Work 15-20 hours per week, in addition to on-call duty shifts. The CC job requires both regularly scheduled responsibilities (such as staff meetings and supervisory meetings), and times staff is available and accessible to community residents. CC work time should be</li> </ol>



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	<p>planned in consultation with the supervisor and the CC should be accessible to residents for informal contact, especially during high activity times (typically 4:00 p.m. to midnight)</p> <ol style="list-style-type: none"> <li>5. Eligible to work in the United States. CCs are responsible for ensuring their eligibility to fulfill their role while remaining in compliance with all University, State, and Federal work regulations</li> <li>6. The State of Colorado has an at-will employment policy. This position may be revoked by the University at any time and for any reason</li> <li>7. CCs are University employees and must abide by all University policies, including University Housing policies and the Student Code of Conduct</li> <li>8. Must have access to a CSU email address (@rams.colostate.edu or @colostate.edu), to be used for all job responsibilities. Affiliates can contact University Housing to obtain an account.</li> </ol>
<b>REMUNERATION:</b>	<ul style="list-style-type: none"> <li>▪ NOTE: Remuneration may impact the amount of financial aid you receive. To learn more about possible impacts, it is the employee’s responsibility to contact the Office of Financial Aid to understand your specific circumstances.</li> <li>▪ One apartment (studio, one, or two bedrooms, depending on community and unit availability) within the assigned community, which is available to CCs beginning the last weekend of July, until the last week of July the following year             <ul style="list-style-type: none"> <li>○ Apartment units in Aggie Village (studio) are designated single student spaces; staff may <b>not</b> have live-in guests/partners/families in these units</li> <li>○ Apartment units in the International House (one-bedroom) are designated single student spaces; staff may have one guest/partner/family member in these units</li> <li>○ Apartment units in Aggie Family and University Village (two bedroom) are family units; staff may have live-in guests/partners/families in these units</li> </ul> </li> <li>▪ CCs who serve on-call/on-duty on University-sanctioned holidays receive an hourly rate of the current Colorado minimum wage.</li> </ul>
<b>DATES OF EMPLOYMENT:</b>	<p>July 29, 2024 – May 19, 2025 (Aggie Village CCs)          July 31, 2024– July 31, 2025 (Aggie Family, International House, and University Village)</p> <p>By applying for this position, I understand that, if hired in Aggie Family, International House, or University Village, I would be expected to fulfill a 12-month agreement, from July 31st, 2024 – July 31<sup>st</sup>, 2025. If hired in Aggie Village, I would be expected to fulfill a 9.5-month agreement, from July 31<sup>st</sup>, 29, 2024 – May 19, 2025, with the option to extend through the 2025 Summer term.</p>
<b>BENEFITS:</b>	<p>CCs receive 40 days of leave during the 12-month employment period; CCs must use these days for any days they are away and unavailable to perform the duties of their job. Leave is intended to allow staff time away from campus during their 12-month term of employment. It is not intended for the purpose of allowing staff to miss staff meetings, required trainings, required Continuing Education sessions, or other events requiring your attendance throughout the year.</p> <ul style="list-style-type: none"> <li>○ Staff will not receive pay for any unused days at the close of their employment period</li> </ul>
<b>NUMBER OF VACANCIES:</b>	31 total positions across campus
<b>TO APPLY:</b>	Please apply online at <a href="https://colostate.erezlife.com">https://colostate.erezlife.com</a>



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<b>INCLUSION STATEMENT:</b>	CSU is an EO/EA/AA employer.
<b>BACKGROUND CHECK STATEMENT:</b>	Colorado State University conducts background checks on all final candidates, and all applicants must be 18 or older at time of hire and background check to be considered for a position.