

Resident Assistant

The Resident Assistant assumes a role of leadership in all aspects of residence hall living. The following comprise the principle duties and expectations for the Resident Assistant position.

RESPONSIBILITIES

1. Establish strong relationships with residents by actively getting to know them and maintaining consistent contact throughout the year.
2. Promote a sense of community by encouraging residents to become acquainted and creating opportunities to participate in floor/ buildings activities and events.
3. Hold availability/visibility hours as outlined by the department
4. Be responsible for a floor/living area in a residence hall. Manage the floor, its functions, and resident issues including, but not limited to; personal concerns, customer satisfaction, and retention. Maintain standards encouraging a healthy and safe physical environment.
5. Encourage and support academic achievement through personal example, programming opportunities and maintaining an environment conducive to academic pursuit.
6. Serve as a peer helper when residents have a concern or problem.
7. Mediate conflicts that may occur between roommates and residents.
8. Confront all student behavior or infractions which disrupt the environment in a positive, educational and professional manner.
9. Required to work an average of 6 hours per week at front desk and/or post office.
10. Assist and support the Hall Association by attending meetings and functions regularly.
11. Complete administrative tasks including, but not limited to; room check- in/check-out, health and safety inspections, collection of resident surveys, door decs, bulletin boards, weekly reports, contact rosters, daily logs, fire drills and other tasks as assigned.
12. Serve as the first level of intervention in crisis and emergency situations.
13. Serve as a resource person and referral agent for university and community services.
14. Attend all staff training activities, staff meetings and other meetings as required by University Housing.
15. May serve on committees, taskforces, and specific projects.

EXPECTATIONS

Community Development

1. Be visible and accessible to residents on the floor/living area. This includes scheduling three (3) availability/open door hours on your floor each week on three different evenings. These three hours will be scheduled between 5-10pm Sunday-Thursday.
2. Be available. Provide appropriate guidance and leadership of residents on the floor.
3. Learn residents' first name, preferred name, last name, hometown and major by the end of the 6th week of the semester.
4. Educate residents about their responsibilities as members of the community in regard to housing policies/expectations, being a good neighbor, and creating and maintaining an inclusive community.

5. Encourage your residents to develop strong study habits, attend classes regularly, and keep up with daily course work. Approach and assist students whom you perceive to be having trouble.
6. Encourage resident participation in hall association and URHC.
7. Utilize the Community Development Model. The RA is expected to promote a community atmosphere for individual and group development by encouraging growth in the following areas:
 - a. Personally know, interact with and support your residents.
 - b. Actively link your residents to the floor and campus community.
 - c. Promote academic success and study skills.
 - d. Develop personal communication and social development skills of your residents.
 - e. Encourage your residents to explore and reflect on values, ethics, and our diverse global society.
 - f. Challenge your residents to engage in safe and healthy lifestyles.

Team Player/Relationships

1. Be a productive and positive member of the staff team in your building.
2. Discuss any conflicts openly and reasonably. Address problems as they arise, before they become compounded.
3. Develop a relationship of trust with your Head Staff in which concerns affecting the welfare of the residents and the hall can be discussed honestly, openly and fully.
4. Make an effort to promote staff unity and harmony with all university staff members. Be interested, concerned, and willing to help other staff members and to ask for help when it is needed.
5. Assist the housekeepers, maintenance personnel, and other University Housing staff in providing a clean, efficiently operated and well-maintained environment. Help promote respectful understanding of the responsibilities of both the residents and University Housing personnel.
6. Utilize resources in the area office whenever you can. Stop by the area office and develop a supportive relationship with the Assistant Director, area Graduate Assistant and area Administrative Support Assistant III.
7. Work to maintain an environment free of harassment and discrimination.

Leadership and Ethics

1. Convey a positive attitude regarding the RA position and its duties and responsibilities.
2. Act as a positive role model both for fellow staff members and residents by not participating in questionable or unethical behavior.
3. Demonstrate dependability and accountability by being punctual in meeting attendance as well as adhering to deadlines.
4. Respond quickly to resident needs and concerns.
5. Refrain from gossip, complaining, and negativity. Direct concerns or comments about residents, the RA position, University Housing or other staff members to the appropriate University Housing staff member.
6. Be friendly and helpful.
7. Work cooperatively with other staff and share duties equally.
8. Thoroughly complete any responsibilities you assume or are assigned.

9. Be honest with residents and staff.
10. Encourage people to be and express themselves. Do not use the RA position to impede on the freedoms (speech, expression, etc.), political views, personal beliefs, values, and opinions of others.
11. Avoid preferential treatment of residents or other staff members.
12. Demonstrate mature, responsible decision making.

Confidentiality

As a Department of University Housing staff member, you will have access and be privy to confidential information. Confidential information includes floor and hall rosters, incident reports, disclosures from residents, crises, etc. As a member of the Department of University Housing you agree to:

1. Not disclose confidential information to a third party unless instructed by a professional Department of University Housing staff member.
2. Not promise complete confidentiality to a resident. In the event that illegal activity, spread of communicable disease, and/or psychological or physical harm may be prevented or has occurred, a professional staff member of the Department of University Housing must be notified immediately.
3. Fulfill all requests for confidential information, including copies, to the Department of University Housing upon request.
4. Immediately submit legal documentation to the Department of University Housing before taking any action in the event that by court order you are required to disclose information.

Media and Press

1. Refer all media and press members, including The Daily Beacon, to the Associate Director for Residence Life. Do not speak to any media or press outlet as a representative of the Department of University Housing without prior approval from the Associate Director for Residence Life.

Peer Helper

1. Establish effective communication with residents through active listening and responding with empathy and support.
2. Be familiar with and practice proper protocol procedures for emergency response situations.
3. Advise HD/ AHD of any resident concerns or conflict; ask for assistance and support.
4. Document incidents via an FYI email and/or an Incident Report.
5. Do not transport residential students to hospitals or provide them medical care. This does not apply to siblings/family members.

Enforcement of Policy

1. Educate residents and enforce all University rules, regulations, and policies.
2. Comply with the policies and procedures contained in the most current versions of the Resident Assistant Job Description, Hilltopics, Student Code of Conduct, University Housing Website and Expectations of University Housing Staff. Staff members who violate University and University Housing policies and procedures are subject to the same conduct process as other residents. In addition, staff members may be subject to job action, up to and including termination.

3. Contact the Hall Director or Area Coverage on duty to ensure appropriate action if the situation involves the –5 P's (Police, Paramedics/Personal Injury, Parents, Property Damage or Press).
4. Be responsible for thorough and accurate documentation of all violations of University Housing policies, regulations, and Standards of Conduct. Documentation must be submitted immediately following the incident in Maxient.

Meetings

1. Attend all staff training and development activities including, but not limited to; spring training, fall training, in-services, building/departmental committees and staff selection.
2. Attend all building staff meetings.
3. Attend all one-on-one meetings with the Hall Director and Assistant Hall Director.
4. Maintain an open line of communication with the Hall Director and/or Assistant Hall Director regarding events on the floor or living area.
5. Hold periodic floor meetings with the residents for general communication, sharing information, or community development.
6. Return to campus early before Fall Opening and Spring Opening to complete training and/or administrative duties. Staff will stay after building is closed to complete administrative requirements. Some halls may have to stay late or return early for Winter/Spring break as well. (Clement, Laurel, Stokely and Volunteer, will remain open for all of Winter Break and Spring Break). All Residence Halls remain open and RA's are on hall during Labor Day, Fall Break, Thanksgiving, Martin Luther King, Jr. Day and Spring Recess.

On-Hall Duty/Desk

1. Be in the building and accessible by phone or walkie-talkie at all times during your specified shift.
2. Complete all on-hall tasks, which include, but are not limited to; completing thorough hall walks and responding to conduct, emergency situations or resident concerns.
3. No non-University Housing employees behind the front desk.

Paperwork

1. Turn in all paperwork on-time by the specificied deadline(s).
2. Conduct health and safety inspections.
3. Distribute and collect surveys of the residential populations.
4. Assist in room check-in and check-out.
5. Post and remove approved flyers/signs on floors in a timely manner.
6. Update bulletin boards and complete door decs as outlined in the CDM.
7. Submit SchoolDude work orders and communicate facilities issues with supervisor in a timely manner.

Work Environment

1. Do not allow any non-staff members behind the front desk at any time.
2. Use of personal devices is limited to times when all jobs related tasks have been completed.
3. Anything being viewed or played behind the desk or in the Post Office must be appropriate for the public and set at a volume that does not disturb the business operation, which includes the function of the lobby. Use of headphones should be limited to one ear; necessary accommodations can be requested by contacting your supervisor.
4. Maintain an organized and clean front desk and/or Post Office while working.
5. Wear departmentally issued staff shirt to all shifts. No pajama pants. No clothing items

representing another university/college/institution

Other

1. Perform all other duties as assigned by a supervisor or central staff member of University Housing

TERMS OF EMPLOYMENT

General Rules

1. Term of employment is one academic year.
2. Resident Assistants are "at will employees" and may be released from their employment at any time.
3. Rehire for another term of employment is based on past work performance and meeting job qualifications and responsibilities.
4. Do not hold assistantships, accept other employment (on campus or off campus), or accept any major elected or appointed office. Rare exceptions will only be granted by the Assistant Director as determined in conjunction with the Hall Director.
5. Complete other responsibilities as deemed necessary by the Department of University Housing.

Time Commitment

1. The RA position is the principle non-academic activity. Extracurricular activities should not conflict with the time needed to perform effectively throughout the entire year.
2. Return to campus early before Fall Opening and Spring Opening to complete training and/or administrative duties. Staff will stay after building is closed to complete administrative requirements. Some halls may have to stay late or return early for Winter/Spring break as well. (Clement, Laurel, Stokely and Volunteer, will remain open for all of Winter Break and Spring Break). All Residence Halls remain open, and RAs are on hall during Labor Day, Fall Break, Thanksgiving, Martin Luther King, Jr. Day and Spring Recess.
3. Required to work an average of 6 hours per week at front desk and/or post office.
4. All overnight absences from your floor must be approved by the Hall Director.

Academic Standards & Conduct

1. Must maintain a minimum cumulative grade point average of 2.75 and not have two consecutive semester GPAs below 2.75 while employed. A cumulative GPA below 2.50 will result in immediate termination. Grades and conduct records will be checked each semester to ensure that the minimum requirement is being maintained.
2. Be enrolled in a minimum of 9 credit hours of classes for fall and spring semesters. The Assistant Director must approve any exceptions.

Evaluation

1. Evaluation will be completed at least once during the academic year. The Head Staff will base evaluation on job performance and information from the resident surveys.
2. Request to be Rehired Application will be during the spring semester. Hall Director will meet with RAs requesting to be rehired one-on-one. Criteria used will include evaluations and job performance.
3. Poor overall performance, lack of availability, and lack of staff support will be addressed on a case-by-case basis.

Remuneration/Benefits

1. The minimum remuneration for this position will consist of a monthly salary of \$1,200 from the months of August-April (including a prorated check in the months of July and May). RAs that work in a hall that stays open during the breaks will be paid in addition to the monthly salary.
2. Single room occupancy at the current double room rate unless a critical housing situation exists, in which case it is understood that roommates may be assigned temporarily and will be reassigned on a priority basis. Critical housing situations occur most frequently at the beginning of each semester.