



POSITION DESCRIPTION

Position Title: Resident Assistant
Supervisor's Title: Resident Director

The primary responsibility of the Resident Assistant (RA) in the Department of Resident Life is to develop the community within an assigned unit. The RA position is a paraprofessional job (requiring approximately 20 hours of work per week) with a high level of responsibility. The RA lives in a community of 45-75 residents and assumes responsibility for responding to the personal needs of residents, for shaping an environment that supports academic and personal development, and for managing critical administrative tasks, including duty and crisis management. The RA receives direct supervision and training from both their individual supervisor and the department. The areas of responsibilities listed below are representative of the major expectations of the Resident Assistant. This position description is reviewed and modified on an annual basis.

COMPENSATION

All RAs receive remission of housing, dining, basic telecommunications, and basic cable fees as compensation. Students should investigate the impact the RA position compensation may have on their financial aid package. Please consult with the Office of Financial Aid regarding RA remuneration and its implications.

SUMMARY OF POSITION RESPONSIBILITIES

STUDENT INTERACTION AND DEVELOPMENT

- Develop positive interpersonal relationships with each unit resident by establishing effective communication through listening, responsiveness, openness, availability, and approachability.
- Receive and serve each individual student with care, respect, and dignity.
- Introduce residents to each other, facilitate connections among unit members, and help unit members develop good interpersonal relationships among themselves.
- Maintain approachability and availability by spending time on the unit interacting regularly with residents.
- Be aware of resources and strategies related to personal and academic student success. Serve as a referral agent to appropriate university and community services related to these needs.
- Promptly respond to personal crises and emergencies of residents in a manner that shows care and consideration for individual needs and differences.
- Support and foster the rightful place of all community members by respecting individual differences; hold others to this standard by confronting residents displaying behavior that is disrespectful towards others or creates an unwelcoming environment in the community.
- Guide roommate/suitemate/apartment agreement conversations to aid in the creation of a positive living environment that supports students' academic and personal success.

COMMUNITY INTERACTION

- Implement the community development strategy within your assigned residential community.
- Create a welcoming environment through participation in Fall Welcome, January Welcome, and other community development activities during the year.
- Intentionally involve residents in designing and implementing community activities consistent with assessed interests and needs.
- Assist in the development of unit governance by encouraging involvement in hall/area council. Actively support activities of hall and area councils and serve in an advisory capacity to students involved.
- Maintain an educationally-focused physical environment and create a welcoming atmosphere through creative bulletin boards, postings, door decorations, etc.

STUDENT CONDUCT AND CRISIS MANAGEMENT

- Role model community expectations consistent with University and Departmental policies, including, but not limited to those found in the Code of Student Conduct, the Community Living Handbook, and the Code of Academic Integrity.
- Be fair, consistent, and equitable in responding to residents' behavior concerns and in enforcing behavioral expectations.
- Maintain confidentiality with regards to policy violations and student behavioral concerns.
- Recognize and respond promptly to individual crises and discipline matters through appropriate referral channels and adjudication processes. This includes following duty and crisis management procedures in a timely and efficient manner.
- Consult and rely on the guidance of the Resident Director and/or Departmental professional staff for resolving unit behavior problems, especially those of an ongoing or complex nature.
- Inform residents of University and Department policies and the associated rationale, especially related to safety and security processes.
- RAs will participate in duty coverage which is provided each weekday evening (Sunday through Friday) between 7:00pm and 8:30am, and 24 hours on Saturdays and Sundays and when university offices are closed.
- Record unit behavior through use of the incident reporting system, or email, as directed by your supervisor.

STAFF COLLABORATION AND ADMINISTRATION

- Work in conjunction with, support, and respect all departmental staff members, including professional staff, service desk staff, administrative staff, and fellow RAs.
- Develop and maintain positive working relationships with community and campus partners.
- Participate in activities involving all RAs, including RA Selection, and all training and development activities.
- Provide reliable and timely assistance to your supervisor and team in pursuit of community priorities.
- Maintain regular contact with your Resident Director (through one-on-one meetings, reports, email etc.), keeping them apprised of unit situations, activities, and problems.
- Support the efforts of hall and area councils and encourage student participation in residence hall student governance at the unit, hall, area, and system levels.
- Show flexibility and adaptability in the performance of your duties in order to respond to changing needs, situations, and personalities.
- Complete all work and assigned tasks in a timely, efficient, accurate, and organized manner.



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- Maintain proper use of on-line databases, including the programming database and the incident reporting system.

PERFORM OTHER DUTIES AS ASSIGNED