

# OFFICE OF UNIVERSITY HOUSING AND DINING SERVICES

## RESIDENT ASSISTANT JOB DESCRIPTION

### **Job Responsibilities**

The Resident Assistant position, by its very nature, requires an individual who is acutely aware toward the needs of students; can be flexible regarding time demands; is willing and able to relate to a wide variety of individuals; is knowledgeable about support services available to students; can perform essential administrative tasks; is sensitive and appreciates diversity of lifestyles; and has a genuine desire to be of service to others. The RA must have a knowledge and appreciation for the various stresses placed upon the individual student in the academic community environment, as well as an understanding of each resident's responsibility to the welfare of the community. The RA reports directly to an Associate Resident Director or Complex Director and provides an essential liaison role between the Office of University Housing and Dining Services and the resident students.

The Resident Assistant has the following specific responsibilities:

### **Academics**

1. Obtain and maintain a cumulative GPA of 2.25 (on a 4.0 scale) or higher.
2. Promote academic success by example and influence, encourage responsible study habits and class attendance among residents.
3. Remain registered as a full time student (at least 12 hours/semester).

### **Administrative**

1. Assist with check-in/out process, including preparing bulletin boards, door decorations, keys, work orders, and other information for check-in/out and being present and active throughout the process.
2. Assist with check-out, including remaining on floor beyond the conclusion of final exams each semester, inspect rooms, distribute check-out forms and prepare preliminary damage assessments as directed by supervisor or other administrative staff.
3. Prepare reports as directed by supervisor or other administrative staff.
4. Meet building, complex, and departmental deadlines.
5. Inspect floor public areas weekly and complete maintenance requests for repairs and/or upkeep on an ongoing basis.
6. Participate in all training, staff meetings, and in-service training as directed by supervisor or department.
7. Be responsible for all keys/equipment issued to you by the Office of University Housing and Dining Services.
8. Maintain floor/hall bulletin boards in accordance with supervisors expectations.
9. The opportunity to participate on departmental committees.
10. Complete necessary paperwork within four hours of observing any situation that should be reported.

### **Advising/Counseling**

1. Advise individual residents in personal, social, and academic matters. Make necessary and appropriate referrals.
2. Mediate in room/suite conflicts.
3. Intervene in crisis situations as needed. Make necessary and appropriate referrals.

### **Community Development**

1. Be visible and available to residents on a regular basis. Visit their rooms on a regular basis.
2. Conduct regular floor meetings to communicate important information and discuss concerns and ideas. Support established rules and regulations including those with which you may personally disagree.
3. Serve as a communication link between the students and the Office of University Housing and Dining Services. Provide feedback to Dining Services supervisors.
4. Lead by example and influence, promote and encourage responsible behavior among residents both on and off campus.
5. Recognize the various backgrounds, experiences, and values present on the floor and/in the building/complex and plan community-building activities that help residents understand and accept each other. Promote inclusion. Use roommate agreements to facilitate discussion and reduce conflicts.
6. Promote and plan regular programs that meet students' social and developmental needs. RAs are required to promote and utilize the Panther Success Residential Curriculum though specific requirements vary with supervisor expectations and building floor needs. Be inclusive, students may never again have opportunity to participate in a community with the variety of people who live on the floor and in the hall. Every person on your floor should feel welcome, like they belong.
7. Support the Residence Hall Association, NRHH, and Hall Councils both in an advisory capacity, and by attending regularly scheduled meetings and activities sponsored by these organizations.
8. Keep information on floor bulletin boards up to date.
9. Be consistent and set limits. Hold residents accountable for problems related to their behavior problems.
10. Be a positive role model. No staff member should indulge in the consumption of alcoholic beverages/illegal substances when on duty, nor should he/she respond to a crisis when under the influence of alcohol or other substances.

### **Discipline**

1. Communicate residence hall policies clearly to students.
2. Follow all University/Housing and Dining Services policies and procedures.
3. Confront residence hall violations you observe in any residence hall, and make appropriate referrals.
4. Complete disciplinary paperwork within four hours following the incident.
5. Cooperate with and support other staff members.

### **On-Call Responsibilities**

1. Serve as the on-call RA as assigned. RA's are typically on-call one night/week and one weekend/month. The on-call RA is expected to be on site and accessible during the times they are scheduled. Responsibilities include, but are not limited to, security checks, lockouts, responding to emergencies/crises. On-call periods may include some holiday and break periods. Availability is not limited to being on-call.
2. When on duty, keep the desk clerk and other staff informed of either your location within the building or a phone number in the hall where you can be reached.
3. If covering on-call time for another staff member within your hall, you must remain in the building until the person for whom you are covering returns to the building.

### **Staff Involvement/Supervision**

1. Attend all staff meetings and one to one meetings scheduled with your supervisor.
2. Demonstrate commitment to the RA staff team in the building. Support RA's and staff when visiting other buildings and dining centers. Remember -- a RA is always a RA.
3. Show a willingness to grow and learn in the position.
4. Accept and respond appropriately to supervision by all departmental supervisors.

### **Time Commitments**

1. The significant time commitment this position requires limits involvement in outside activities. Any outside activities must be discussed with and approved in advance by your supervisor.
2. Resident Assistants are expected to be available and visible on their floors on a regular basis-above and beyond their on-call nights.
3. The Office of University Housing and Dining Services provides several training sessions to equip RAs with some of the skills and knowledge needed to be effective in the position. In addition to a 1-2 week workshop just prior to the beginning of the Fall Semester, RAs are expected to participate in training sessions during staff meeting time. RAs are not permitted to participate in outside employment or activities during training periods.
4. Some of the residence halls are open during holiday and break periods. RAs may be asked to provide on-call coverage and general availability during those times. At least one RA in each hall is on-call every day that the residence halls are open.
5. Potential On-Call Increased Coverage Weekends: \*Closed means staff doesn't leave Charleston City Limits.

Opening Weekend (both Fall and Spring) – closed  
Finals Weekend (both Fall and Spring) – closed  
Homecoming Weekend-potential for double coverage  
Major National or local events-potential for double coverage

### **Remuneration**

An RA will receive a salary equal to full room and board 15+ meal plan and a stipend of \$70.00 bi-weekly (August-May) for satisfactory service as a Resident Assistant. **Please note that the compensation package for the RA position may be considered financial aid and may affect your financial aid package.**

### **Staff Ethics:**

Residence Life staff members bear a sizable responsibility for the welfare of student residents. At the same time, they must maintain sound relationships within the structure of the University and the University Housing and Dining Services staffs. The ethical considerations set forth below are excellent behavioral guidelines for the administration of a student residence.

1. Know both the rules and regulations of the University and city and state statutes which govern the students of the University and, as an individual, conduct yourself in accordance with them.
2. Carry out to the fullest the responsibilities which you assume as part of your residence hall position. If ever you become negligent, negative, or apathetic toward your responsibilities you risk doing a great disservice to the residents of the hall. Should such an attitude problem arise, it is your duty to see your supervisor IMMEDIATELY so we can resolve the situation.
3. Always respect the privacy and property of others.
4. Never criticize University policies or personnel and services in front of residents. If you are unhappy with specific individuals or policies, there are appropriate ways for you to express your complaints and suggestions.
5. Never criticize another staff member in front of anyone, whether they are a staff member or not. Go directly to the person(s) with whom you have an issue and communicate with each other until the problem is resolved. When necessary, ask another staff member to facilitate the discussion knowing that nothing discussed among the "group" will be shared with anyone outside the room unless failure to do so constitutes a violation of the law. Disharmony among staff members can have a negative impact on the effectiveness of the Housing and Dining Services Department.
6. Never discuss a student's problem or hall situation with another staff member unless the problem directly affects that staff member. Never discuss a confidential matter in the presence of another student. Be careful not to be overheard when discussing confidential matters. Periodically you will receive confidential material and information. Keep it confidential. Failure to keep information confidential can have a negative impact on the effectiveness of the Department and may affect your status as an employee.
7. Never allow your judgment to be adversely affected by ethnic, racial bias, or prejudice towards others.
8. As a staff member, your actions serve as an example to other students. Always conduct yourself in a mature, dignified manner. There is no better way to command respect. Never respond to a situation when under the influence of drugs or alcohol.
9. Abide by the ethical standards which were developed by the Association of College and University Housing Officers International.

Remember, we are here to help each student to grow to his/her fullest capacity so that they are better educated and more fully developed individual for having lived in the hall.