



RESIDENT ASSISTANT POSITION DESCRIPTION

Reports to: Resident Director
Supervises/Advises: Residents

RESPONSIBILITIES:

The Resident Assistant will be responsible for the development and enhancement of the community and each individual resident under their care and supervision. The position will require that the Resident Assistant supplement and complement the process of formal education by enhancing the quality of life in the community. The position will require that the Resident Assistant be a known, visible and an active resident within their given community area of responsibility and the entire facility as well. The basic expectations will include the maintenance of communications between the residents and Management; the implementation of the policies, procedures and regulations of the facility as well as those of the University; and participation in any phase of the operation of the facility as assigned by the Resident Director, Managing Director or any of their representatives. The Resident Assistant is expected to provide leadership to all residents and assist in the planning of educational and social activities that will make the group living experience a success. The Resident Assistant is to maintain confidentiality at all times and should never discuss any issues with anyone other than personnel having a professional need for the information.

MAINTAIN AN ENVIRONMENT CONDUCIVE TO THE ACHIEVEMENT OF RESIDENTS' EDUCATIONAL OBJECTIVES

- Promote a group living experience conducive to the maintenance of high academics and appropriate social standards
- Know the residents in your assigned area, be known by them and visit each resident regularly in their living area
- Assist in facilitating mediation and resolution of resident conflicts
- Be available to the residents for complaints, room changes and suggestions
- Express resident concerns to Management, as appropriate
- Commit to personal growth and development and provide that same commitment to the resident and the community as a whole.
- Establish behavioral standards and emphasize the concepts of common courtesy for others in the community
- Assume a leadership role in the development of a sense of responsibility for one's actions and promote consideration for the rights and freedoms of others

KNOW AND ENFORCE RULES AND REGULATIONS GOVERNING STUDENT RESIDENTS

- Be knowledgeable about community and University rules and regulations in order to appropriately explain and enforce them when confronting residents and visitors
- Refer discipline matters to the appropriate person through the established procedure
- Submit a report to the Resident Director within 24 hours of all incidents and situations which threaten the health and safety of residents and/or violate University/community policies and regulations

INTEGRATE THE COMMUNITY'S RESIDENTIAL LIFE/STUDENT DEVELOPMENT PROGRAM INTO THE UNIVERSITY'S PROGRAMS

- Serve as the primary orientation source about the community for each resident
- Participate in the University's training programs
- Promote and encourage resident participation in all University sponsored activities
- Serve as a communication and referral resource on community and University activities
- Be familiar with and provide information concerning campus and community resources (such as Campus Safety & Security, Academy Resource Center, Financial Aid, etc.)
- Be familiar with, communicate and enforce community policies and procedures (for example, on community safety, emergency, fire evacuation procedures and other health and maintenance guidelines)
- Keep residents informed of pertinent campus information and deadlines
- Keep Management informed concerning the community activities, issues, trends, etc.

CREATE A SENSE OF COMMUNITY THROUGH CREATIVE PROGRAMMING

- Assist in initiating, planning and organizing programs of a social, educational, cultural, developmental and recreational nature
- Motivate the residents to participate in the programs implemented
- Submit programming reports, flyers and other material for all events
- Write and assist in the publication of a monthly newsletter
- Attend and assist with all community events/programs as directed by your immediate supervisor
- Be involved in assessing the programming needs of the community

ADMINISTRATIVE TASKS

- Complete paperwork and administrative tasks as assigned by your supervisor
- Attend and participate in scheduled meetings
- Check your staff box daily and check-in with the appropriate staff as directed
- Perform tasks associated with the check-in and check-out of residents at the beginning and end of each semester
- Assist with the make ready of units between academic periods
- Coordinate accurate move-in and move-out inventories and unit condition reports
- Be responsible for proper use of office and master keys and followed the proscribed prescribed procedures for these keys (Resident Assistant is responsible for the replacement cost of any lost keys)
- Perform on-duty functions during regularly assigned office, evening and weekend hours as directed
- Assist with emergency situations and respond on a 24-hour basis, as needed
- Continually conduct inspections of the community and report any damaged or missing property
- Perform miscellaneous duties as assigned by your supervisor

QUALIFICATIONS

Ideal candidate will possess:

- Classification as a full-time student in good standing at the University
- Maintain a minimum of a 3.0 GPA each semester
- Planning, organizational, leadership and mediation skills
- Customer service orientation
- Ability to work well within a diverse community of traditional as well as non-traditional students

TERMS OF EMPLOYMENT

Resident Assistant (RA) positions are intended for a period of a minimum of one school year, but require a satisfactory performance review each semester. The job description is not intended to be any type of employment contract and should not be construed as such. As an employee of Century Campus Housing Management (CCHM), you will be an employee at will, with both you and CCHM having the right, at any time, to terminate the employee/employer relationship. In the event of termination, the RA may be required to vacate the premises immediately or sign a lease agreement at the discretion of the Managing Director.

An RA should not take leave of the complex more than three weekends per semester. Any overnight absences from the complex must be approved in writing by the Managing Director or his/her representative. An RA must be available on-site during move-in, move-out, Fall Orientation, Spring Orientation and other periods, as required.

An RA appointment may be canceled at any time for unsatisfactory performance. Due to the broad nature and responsibility of the position, it would be impossible to describe all possible actions viewed as transgressions of standards. It is possible, however, to provide some guidelines in order for an RA to be more aware of certain unacceptable behaviors and the consequences of those behaviors. The guidelines below are an indication of those acts, which if committed by an RA, are considered serious enough to warrant dismissal from the position. 1) Failure to meet the terms of employment on minimum requirements. 2) Refusal to comply with reasonable, legitimate and specific direction from the Managing Director or his/her representative with regard to the duties and responsibilities expressed or implied in the job description. 3) Behavior which would be considered to be seriously damaging to the ability of CCHM to meet its contractual responsibilities. 4) Misuse of **any** key. 5) Violation of the lease policies or university regulations. 6) Rude or inappropriate behavior while representing CCHM or meeting with the university. 7) Abuse of power or responsibility. 8) Acts of disregard, omission or negligence. 9) Behavior which is counter to growth of residents and the community.

Management reserves the right to change an RA room assignment during the term of employment, as required. Each RA is bound by the terms of the attached lease, except occupancy rights and obligations end upon the termination of employment and regular rental shall not be charged for the RA room assignment during employment. However, the RA shall be responsible for compliance with all other terms of the lease, including the payment for any damages. Upon termination of your employment, CCHM may withhold any amounts due under the lease from your final paycheck.

An RA must maintain a minimum 3.0 GPA each semester and must remain in good academic standing