

Resident Assistant Job Description

The position of Resident Assistant (RA) within the Department of Housing and Residence Life is a student staff position that requires the RA to reside in campus housing on a designated floor within an assigned residence hall, sorority/fraternity house, or Cedarbrook II apartment complex for the duration of employment. The RA is responsible for building and maintaining community by facilitating educational programs and interactions with residents on a floor of 20-70 residents or housing complex of 5 residents or more. In addition, the RA serves as a resource for the residents assigned to their floor or housing complex. The RA serves on a daily duty rotation. The RA works under the immediate direction of a Residence Life Coordinator (RLC) and is indirectly supervised by an Assistant Director (AD).

I. Qualifications:

- A. Must be classified as an upper-class student by the University's guidelines by the start of the job appointment.
- B. USM students must have lived in campus housing at least 1 semester. Transfer students must have prior RA experience with at least 1 year in campus housing at prior college/university.
- C. Must have a minimum cumulative GPA of 2.50, full-time academic status, and little to no conduct history to qualify for the resident assistant position. While serving in the position, a resident assistant must maintain the 2.50 GPA, full-time academic status throughout employment term to be considered in good standing with the Department of Housing and Residence Life. If the supervisor notices a decrease in the resident assistant's cumulative GPA during interim grades, they are encouraged to refer the resident assistant to academic resources. Should the resident assistant's cumulative GPA fall below the required minimum of 2.50, the resident assistant may be given one semester to increase their overall GPA to meet the requirement. If the resident assistant is unable to increase the cumulative GPA to the 2.50 requirement, they will be ineligible to continue employment.
- D. Resident Assistants must have exemplified their interpersonal, leadership, and communicational skills while working with external or internal organizations (i.e., high school, college, or community service). References/recommendation must reflect the ability to work effectively in a team-setting.

II. Contract

- A. The Resident Assistant contract is for one (1) academic year beginning prior to the residence hall, sorority/fraternity, or apartment opening (on a date set by the Department of Housing and Residence Life) and ends on set date in the signed job agreement. Resident Assistants are required to arrive earlier due to fall and spring trainings. Trainings are mandatory. Resident Assistants may be excused from trainings for academic purposes, at the discretion of the supervisor, and should be consistent with other supervisors. Resident Assistants will be permitted to participate in military obligations (Reserves, National Guard and ROTC). Resident Assistants are expected to do everything possible to be present during mandated events.
- B. Resident Assistants receive a scholarship equivalent to the cost of a single room, a meal allowance, wages for working the front desk up to 10 hours per week, and department apparel (to be worn during duty and desk shifts). This remuneration applies only when school is in session and dining services are in operation. Presidential Scholars will be compensated through Student Employment and earnings are subject to tax.
- C. The maximum renewal of the Resident Assistant contract is 2 years, which encompass 4 semesters. RAs may appeal to return for a 5th semester to the Associate Director of Residential Learning and Leadership Development, if they have maintained a consistent positive job evaluation each semester, have the support of their supervisor, and show proof of continual contribution to the department for an additional semester.
- D. Resident Assistants are held responsible to the terms of the housing contract, the Residence Life Handbook, the Resident Assistant manual, and all other published University policies and procedures. In the event a Resident Assistant is terminated or resigns, the Resident Assistant will be responsible for the current housing contract for the remainder of the semester. If the Resident Assistant chooses to cancel the following semester, then they must adhere to the cancellation process, located in the student portal. The housing and meal plan will be prorated and applied to

the student's account. The room assignment will be immediately changed from the Resident Assistant room to a room assignment within another building if the decision is to remain in campus housing. Resident Assistants are required to return university-owned apparel upon resignation or termination from the department. Failure to comply will result in an applicable fee to the student's SOAR account. It is also understood that the Resident Assistant will forfeit all compensation, which includes, but is not limited to housing, meal allowance, and wages.

- E. All Resident Assistants are required to serve on a weekly rotational on-call duty schedule to attend to after-hour incidents.
- F. Resident Assistants are required to work alongside with the Residence Life Coordinator and to plan and organize a successful move-in and move-out for residents, which consists of opening and closing each semester.
- G. The Resident Assistant position is a live-in position, which requires the resident assistant to live in an assigned room within the residence hall, sorority/fraternity house, or apartment complex for the duration of their employment. Resident Assistants may not allow others to live in the assigned room and must follow the visitation policy.
- H. Resident Assistants may work an additional off campus job at the discretion/approval of their supervisor. The resident assistant may not work an additional on campus due to the maximum of 20-hour work week for student workers. Resident Assistants must communicate to their supervisor about additional off campus job(s) held during their time serving as a resident assistant.
- I. Staff members who face disciplinary action or termination are entitled to one appeal. To qualify for an appeal, new or sufficient evidence must be presented as proof for an appeal. That appeal should be made to the Associate Director of Residential Learning and Leadership Development. The appeal decision serves as a final decision.

Programming/Intentional Interaction

- A. Completes the required programs and program assessments determined by the housing department/Student Affairs and meet established deadlines each semester.
- B. Contacts/communicates with all residents in person on a weekly basis as a means of establishing friendly relationships, identifying problem areas, disseminating, and obtaining information, and answering questions.
- C. Functions as a resource referral person for residents with emotional, health, or academic challenges by directing them to the appropriate campus office and continuing appropriate notification to supervisor.

General Availability

This position is deemed Essential Emergency Staff and is required to report for storm duty as well as respond to any other emergencies deemed necessary.

- A. Curfew for resident assistants is 3:00 a.m. when they are not on on-call duty and have not requested off-day(s).
- B. Be reasonably available to residents by maintaining an "open door" policy, when possible.
- C. There will be certain weekends that will be deemed "closed weekends" and all staff will be required to remain in the halls, house, or apartment during that time. Typically, closed weekends are the weekends prior to hall opening and closing each semester, however the Associate Director and/or Executive Director holds the right to declare a "closed weekend" at any time.
- D. Remains in the hall, house, or apartment to assist with crisis management as directed by professional staff member(s). A declared crisis may consist of, but not limited to, weather emergencies, student concerns, assistance with preparations and storm aftermath.
- E. RAs will be allowed time off per month. Requests for individual or weekend days off must be submitted 48 hours prior to the absence and pre-approved by the supervisor before leave can be taken.

III. Resident Assistant Job Tasks

Administrative

- A. Acts as a liaison between the housing professional staff and the students residing in the residence hall, Sorority/Fraternity house, or Cedarbrook II Apartments in all matters of mutual concern.
- B. Submits administrative tasks on time and meets all deadlines assigned by supervisor.
- C. Assist in the opening and closing of the buildings each semester. Ensures Room Condition Reports (RCR) are submitted by residents during opening check ins and completed by the resident assistant during closing checkouts.

- D. Attends all mandatory staff trainings and meetings. Facilitates opening and closing floor meetings and occasionally throughout semester when needed to address issues that may arise.
- E. May occasionally assist with recruitment, interviewing and hiring of new student and professional staff.
- F. Assists professional staff in ensuring accuracy of hall rosters by knowing who is assigned to the floor/section, house, or apartments and making sure they are residing in their proper room assignment by reporting any assignment discrepancies (i.e., ghost residents, unauthorized tenants, unauthorized residents/guests, etc.)

Desk Operations

- A. Maintains awareness of residents, guests, etc. entering/exiting the building, while working the front desk and on-call duty.
- B. Works at least four hours (maximum of 10 hours) per week at the front desk and follow all front desk policies and procedures.
- C. Utilizes the SubitUp software to clock in for every shift worked at the front desk.
- D. Correctly issues temporary access cards to residents, when necessary.
- E. Ensures residents are following housing's visitation policy.

Facility Management

- A. Serves as additional live-in personnel responsible for assisting the Senior Resident Assistant and Residence Life Coordinator/AD in the upkeep of the building.
- B. Keeps supervisor informed of maintenance issues on the interior and exterior of building.
- C. Assists the supervisor in conducting health and life safety inspections.
- D. Submits maintenance requests, when needed.

On-Call Duty

- A. The daily duty rotation starts at 5:00 p.m. until 8:00 a.m. the next day. Weekend duty will be determined by the supervisor and according to the needs of the area.
- B. Completes a full walkthrough of hall, house, or apartment complex at 5:00 p.m., 9:30 p.m. and 12:00 a.m. or 1:00 a.m. depending on the end of visitation hours (i.e., weekday or weekend). Sorority Village is required to only complete the 5:00 p.m. and 9:30 p.m. rounds due to proximity of houses.
- C. Primary Resident Assistant on Duty (RAOD) stays in building while on duty and may utilize the Secondary Resident Assistant on Duty to retrieve food, attend class, or another campus-related event. This should not go over 5 hours. Trading on-call duty may be approved by supervisor in writing.
- D. RAs are required to work on-call duty during certain holidays when the residence halls, sorority/fraternity houses, or apartments are open. Staff members may have to work during Fall break, Thanksgiving break, Mardi Gras break, Easter, and other single day holidays throughout the year. Regular and Holiday duty will be determined at the beginning of the semester. Holiday duty is equally divided among all resident assistants within their appointed area.
- E. Responds to emergency situations quickly and make regular visual inspections of the condition of the facilities to communicate to professional staff (i.e., Residence Life Coordinator, Assistant Director, or Maintenance Office).
- F. Conducts key/access card inventory during each duty shift to maintain security in the hall/house/apartment. Any missing or unaccounted keys/access cards that cannot be traced back to residents will be the responsibility of all staff members to find.
- G. Duty phone must remain on and at high volume the entire time while resident assistant is on-call.
- H. Responds based on training and always follow protocol when in doubt.

Conduct

- A. Notifies supervisor of all conduct issues that may arise in the building.
- B. Documents all disciplinary problems and subsequent actions in Maxient and refer immediate response incidents to the supervisor.
- C. Serves as witness or provide testimony for the validation of conduct documentation, emergencies, and events, if needed.
- D. Responds quickly to residents' concerns.