

# University of Wisconsin-La Crosse

## Office of Residence Life

### Resident Assistant Position Description

#### POSITION SUMMARY

The Resident Assistant (RA) is responsible for a floor, wing, cube or house. S/he is there to help with the personal and academic concerns of students and to help work out group conflicts which may arise. The RA serves as a facilitator to encourage a cooperative and considerate group living environment as well as promote learning in the community. The RA is expected to help build a sense of belonging and community by knowing residents and initiating and helping organize community or all hall activities and programs. S/he serves as an informational resource about the campus and residence hall. Most of all, the RA is expected to be a person who values all people, challenges and supports growth and works to make the residence hall a positive living and learning environment.

Resident Assistants should have a positive attitude and exhibit these characteristics: emotional maturity, ability to develop meaningful relationships with people, openness to new experiences, flexibility and capacity to deal with change, ability to evaluate situations objectively, and ability to deal with a wide range of human emotions. The Resident Assistant should also have patience, a good sense of humor, and the ability to communicate showing no favoritism or prejudice.

Because the position is a commitment of talents, time and effort, a Resident Assistant should have demonstrated strength in academic pursuits and personal balance. Many personal benefits like learning and improving human relations skills and time management make this position an educational opportunity as well as a means of financial assistance.

#### JOB RESPONSIBILITIES

The responsibilities of the Resident Assistant are numerous and varied. The following is a representative (but not all-inclusive) list of Resident Assistant responsibilities. The Resident Assistant:

1. Helps students adjust to their roommate(s), floor members, residence hall community & University community.
2. Works cooperatively with students by insuring the rights and privacy of all residents through:
  - Encouraging community development and personal growth in the living unit and residence hall while providing a positive academic environment.
  - Teaching responsibility for one's own actions and consideration of others in the group living situation by abiding by the policies and procedures of the University as outlined in the "Student Handbook" and those of the residence hall as stated in Residence Hall Handbook, "Livin' On."
  - Knowing and understanding the referral procedure for additional information as well as for assistance with problem situations.
3. Facilitates open and honest communication among all students, Student Staff, Hall Directors, Assistant Hall Directors, Office of Residence Life Staff, and the entire University community.
4. Assists in maintaining order in emergency situations.
5. Gets to know each student in the living unit as soon as possible, as well as with other residents of the hall.
  - Each week spends time informally visiting student's rooms.
  - Eats at least three meals a week with residents.
  - Is available daily, with door open, to meet and visit with residents.
6. Facilitates students getting to know each other.
7. Supports a positive working and living environment.
8. Maintains a professional and positive attitude and manner while serving as a University employee and representative of the Office of Residence Life both on and off campus.
9. Knows and understands the philosophy of the University Residence Life program and is familiar with the resource material in the Student Staff Handbook.
10. Knows and understands the rationale for University and Residence Hall policies, procedures and services and is able to interpret them effectively to residents.
11. Supports and participates in the implementation and enforcement of University Residence Hall Policies.
12. Knows and understands the operation of the University and its services. These include (but are not limited to) the

Office of Residence Life, Financial Aid Office, Career Services, University Centers, Academic Advising Center, Counseling and Testing Center, Health Center, Multicultural Student Services, Student Support Services, Disability Resources, University Police, Dining Service and Admissions.

13. Participates in fall & winter training, staff orientation, and inservice training throughout the academic year.
14. Participates, contributes, and fulfills the requirements of the EFN 222 class or the ongoing returner staff training/committee work.
15. Attends and participates in all meetings called by the Hall Director, Assistant Hall Director and/or Office of Residence Life. If unable to attend, advance notification to the appropriate person for approval is required.
16. Develops a working relationship with the Hall Director, Assistant Hall Director and all staff members.
17. Informs the Hall Director, Assistant Hall Director and the Office of Residence Life of floor/cube/wing situations (happenings, needs, behavioral changes, unknown whereabouts of residents, etc.) through written communication, informal visits/conferences and/or staff meetings.
18. Works with, supports, and explains the role of the following:
  - The Housekeeping Staff in maintaining the cleanliness of the living unit and hall.
  - Physical Plant and other maintenance staff in the general upkeep & improvements of the hall.
  - Desk Assistants in the completion of their duties.
19. Supports and participates in the evaluation of Residence Life Staff and program.
20. Within the limits of his/her training and capability, is available to assist all students with their personal and group concerns making appropriate referrals as necessary.
21. Is responsible for administrative and clerical tasks as assigned by the Hall Director, Assistant Hall Director and/or Office of Residence Life. These include, but are not limited to:
  - Maintenance of records concerning room inventory and damages in students' rooms.
  - Assistance with student room check-in and room checkout procedure.
  - Assistance with surveys and special projects.
22. Shares responsibility of duty nights and hall security. RA's are expected to be in their respective hall most nights of each week available to meet student needs. Official RA duty guidelines are set at the discretion of the Hall Director. Duty guidelines include: duty rounds, making sure the hall is secure, locking the hall, observing and documenting incidents and violations, interacting with residents, availability from 9:00 p.m. through 7:30 a.m. the following morning, responding to crisis/emergency situations, etc.
23. Facilitates academic, cultural, recreational, community service and social programming. This is to be done individually, in cooperation with other Resident Assistants, Leadership Team and with residents of the living unit. Specific guidelines and directions concerning programming are arranged with the Hall Director, Assistant Hall Director and Office of Residence Life. Program information must be filed in the programming database in a timely fashion.
24. Informs the Hall Director, Assistant Hall Director, Area Coordinator, and/or Director of Residence Life when controversial issues surface within the living community.
25. Holds periodic meetings within the living unit.
26. Encourages and supports all students in their involvement in residence hall government, programming and campus activities.
27. Works with the Hall Director/Assistant Hall Director in advising and/or attending Hall Government meetings. Provides support to the Hall Leadership Team and hall activities.
28. Participates in, facilitates, supports and encourages student participation in hall and campus activities. Helps new students to have a positive experience as they adjust to their University environment.
29. Provides monthly informational floor bulletin boards with the following information: academic, social events, deadline dates, hall government, maintenance, policies and procedures.
30. Supports and participates in University and residence hall special programs.
31. Participates on Hall and/or Residence Life Committee(s) as required.
32. Assists in opening and closing the hall, including staying late and/or arriving early, as needed.
33. Assists in additional responsibilities as defined by the Hall Director, Assistant Hall Director and/or the Office of Residence Life.