

Residence Life

Resident Assistant Position Description

POSITION SUMMARY

Resident Assistants are an integral component to the success of Residence Life. Resident Assistants have an enormous opportunity and responsibility to enhance the experience our students have living on campus and attending UW-La Crosse. The Resident Assistant is primarily responsible for a group of students living in their community but also for the greater student population living in the residence hall. The Resident Assistant works to develop living environments to enhance the academic mission of UWL through creating inclusive communities, supporting experiential learning, and building meaningful relationships.

JOB RESPONSIBILITIES

- (1) General Student Staff Responsibilities
- (2) Community Development
- (3) Maintain Safety and Security
- (4) Team Collaboration and Support
- (5) Administration Responsibilities

(1) General Student Staff Responsibilities

- a) Uphold the standards outlined in the Student Staff Expectations Document.
- b) Be familiar with and understand the Mission and Guiding Principles of Residence Life.
- c) Actively engage with and participate in campus activities surrounding social justice, equity, and inclusion. Consider how to fulfill student staff expectations through a lens of cultural humility.
- d) Know, understand, and be prepared to reference resource materials available to you in your position through training.
- e) Maintain a professional manner and positive attitude while serving as a University employee and representative of Residence Life both on and off campus.
- f) Be present in your respective residence hall most nights of each week and be available to residents.
- g) Facilitate open and honest communication among all students, student staff and professional staff.
- h) Problem solve and use critical thinking to find solutions to issues in your position.
- i) Participate in student staff orientation, online learning modules, and departmental trainings throughout the year.
- j) First Year Staff - Enroll and fulfill the requirements of the EFN 222 class.
- k) Assist in additional responsibilities as defined by the Professional Staff Residence Life.

(2) Community Development

- a) Establish fulfilling relationships with students in your community.
 - Invest in each resident.
 - Be available daily to meet and socialize with residents.
 - Spend time informally visiting your residents each week.
- b) Staff the Residence Hall Front Desk during open hours of operation:
 - Contribute to the atmosphere of the front desk and lobby; creating a positive impression for residents and guests; that helps shape community and relationships in the building.
 - Engage with each person that comes through the lobby. Be a resource to students; as well as maintain safety and security as issues arise.
 - Ensure systems of service at the Front Desk are delivered in an organized, efficient, and effective manner.
- c) Implement community development model within the residence hall as outlined by the Hall Director.
- d) Help students adjust to college and get to know their floor members and residence hall community.
- e) Hold periodic community meetings regarding initial building orientation, university breaks and year end closing, as well as community initiatives and issues.
- f) Assist residents in maintaining a positive roommate relationship and mediate roommate conflicts as necessary.
- g) Help residents understand their individual role and responsibilities as a member of the community.
- h) Provide support for leadership initiatives.
- i) Disseminate knowledge to assist students with successfully navigating campus resources.
- j) Promote educational opportunities that focus on awareness of cultural differences, self-assessment of personal bias, and desirable behavior within the community.
- k) Assist students in understanding differences and social justice issues.
- l) Work with student staff, hall leaders, and campus entities to create events and interactions aimed at meeting resident needs.
- m) Support departmental and campus activities through encouraging resident participation and collaborating with other campus offices and organizations.

(3) Maintain Safety and Security

- a) Role model cleanliness and respect for the physical environment of the community including bathrooms, common areas, and personal room.
- b) Work to maintain a safe and clean living environment.
- c) Support, collaborate with, and explain the role of Housekeeping Staff (including Assistant Housekeepers) in maintaining the cleanliness of the community.
- d) Report work requests and facility issues with housekeeping, maintenance staff, and Hall Director in a timely manner.
- e) Know and understand the rationale for policies and procedures and be able to communicate them effectively to residents.
- f) Abide by, support, and participate in the implementation and enforcement of policies.
- g) Be prepared to implement emergency procedures and assist in maintaining order in emergency situations, including fire alarm evacuation, police presence, and emergency medical personnel.
- h) Inform professional staff of situations with individuals in your community (such as issues, behavioral changes, unknown whereabouts of residents, etc.) through written communication, informational meetings, 1-1's, incident reports, and/or staff meetings.
- i) Respond to incidents of hate/bias using the departmental protocol while using an ethic of care for all impacted students.
- j) Know and utilize basic helping skills to assist students with personal concerns, using referral guidelines when necessary.
- k) Maintain appropriate use of building keys according to the "Staff Key Agreement and Record."
- l) Share responsibility of duty nights and hall security
 - General duty guidelines include: conducting duty rounds, locking entry doors, observing facility needs, enforcing quiet hours, documenting policy violations, responding to emergency situations, completing a duty log, as well as positively interacting with residents. (Additional duty guidelines are set at the discretion of the Hall Director).
 - Student staff are expected to always respond to situations which require attention in any residence hall, regardless of whether they are on duty or not.

(4) Team Collaboration and Support

- a) Develop and cultivate an understanding of the various working styles, Strengths, and personalities of your teammates to maximize effectiveness and productivity.
- b) Be open to developing an understanding of the intersecting identities on your team. Participate in discussions surrounding social justice and inclusion with a desire to learn.
- c) Develop a working relationship with your Hall Director, Assistant Hall Director, Housekeeper(s) and Residence Life Leadership Team.
- d) Engage in team development opportunities.

(5) Administrative Responsibilities

- a) Attend and participate in all meetings called by professional staff.
- b) Be punctual and timely with assigned tasks and responsibilities.
- c) Assist in opening and closing the residence hall for the academic year and university breaks. This may include staying late and/or arriving early, as needed.
- d) Assist the Hall Director in occupancy management including room changes and the logistics of extended housing.
- e) Demonstrate effective stewardship and use of resources (financial, human, and material).
- f) Support and participate in the evaluation of Residence Life Staff and program.
- g) Complete responsibilities for administrative tasks as assigned by professional staff.