Office of Residence Life
Resident Assistant Position Description

POSITION SUMMARY
Resident Assistants are an integral component to the success of the Office 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 foster an inclusive living and learning environment with an emphasis on academic success, building healthy relationships, personal growth, responsibility, respect, leadership and citizenship.

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 Contract.
b) Know and understand the Mission and Diversity Statement of The Office of Residence Life.
c) Know, understand, and be prepared to reference resource materials available to you in your position, specifically the Student Staff Google Site.
d) Maintain a professional manner and positive attitude while serving as a University employee and representative of the Office of Residence Life both on and off campus.
e) Student Staff are expected to be in their respective residence hall most nights of each week and be available to residents.
f) Facilitate open and honest communication among all students, Student Staff and Professional Staff.
g) Problem solve and use critical thinking to find solutions to issues in your position.
h) Participate in student staff orientation and departmental trainings throughout the year.
i) First Year Staff - Enroll and fulfill the requirements of the EFN 222 class.
j) Assist in additional responsibilities as defined by the Hall Director (HD), Assistant Hall Director (AHD) and/or the Professional Staff in the Office of Residence Life.

(2) Community Development
a) Promote the "ACUHO-I Statement of Residents' Rights and Responsibilities" as outlined in the "Living On" Handbook.
b) Help students adjust to college and get to know their floor members and residence hall community.
c) Hold periodic community meetings regarding initial building orientation, university breaks and year end closing, as well as community initiatives and issues.
d) Use the Roommate/Suite Agreement to assist residents in maintaining a positive roommate relationship.
e) Mediate roommate conflicts as necessary using the Roommate/Suite Agreement.
f) Establish effective relationships with students in your community.
   - Be available daily, with your door open, to meet and socialize with residents.
   - Each week spend time informally visiting your residents.
   - Eat at least three meals a week with residents.
g) Implement community development and programming efforts within the residence hall as outlined by the Hall Director.
h) Disseminate knowledge to assist students with successfully navigating campus resources.
i) Promote educational opportunities that focus on awareness of cultural differences, self-assessment of personal bias, and desirable behavior within the community.
j) Assist students in understanding differences and social justice issues.
k) Create an academically-focused community environment that supports student success and learning.
l) Help students engage and connect with the University Community.
m) Encourage civic engagement in the greater La Crosse area.
n) Work with other Student Staff, hall leaders, and campus entities to create events and interactions aimed at meeting the needs of residents.
o) 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) Communicate work orders and facility issues with housekeeping, maintenance staff, and Hall Director in a timely manner.
e) Follow up to ensure that all work requests and facilities issues are resolved.
f) Fill the role of Assistant Housekeeper as necessary.
g) Know and understand the rationale for policies and procedures and be able to communicate them effectively to residents.
h) Abide by, support, and participate in the implementation and enforcement of policies.
i) Be prepared to quickly implement procedures outlined in the Emergency Manual Flipchart.
j) Assist in maintaining order in emergency situations, including fire alarm evacuation, police presence, emergency medical personnel, hate incident response protocol, etc.
k) Identify when and with whom to implement appropriate crisis management and intervention responses.
l) 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.
m) Know and utilize basic helping skills to assist students with personal concerns, using referral guidelines when necessary.
n) Maintain appropriate use of building keys according to the "Staff Key Agreement and Record."
o) Share responsibility of duty nights and hall security
   - General duty guidelines include: being available from 9:00pm - 7:00am holding the duty phone, 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) Develop a working relationship with the Hall Director/Assistant Hall Director.
c) Work with, support, and be able to explain the role of the Desk Coordinator and the Desk Assistants in the completion of their duties. Student Staff may be asked to perform the duties of Desk Assistants as necessary.
d) Provide support for the initiatives of the Hall Executive Team and attend hall government meetings.
e) Engage in team development opportunities, including expected participation in fall training staff camp.

(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 overflow 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.