

## **Resident Assistant/Townhomes Assistant Job Description & Responsibilities**

### **Introduction:**

Resident Assistants/Townhomes Assistants are selected on the basis of leadership potential, experience, and the ability and desire to assist students, in maximizing their experiences in the Residence Halls. RAs/TAs assist students through personal contact, referral to appropriate campus services, and providing co-curricular engagement to encourage community development. Each residence hall staff strives to develop their residential community.

A vital part of the RA/TA position is to fulfill multiple roles, including as representatives, liaisons, and role models representing the Division of Enrollment Management/Student Affairs and the Office of Residential Life/Learning Communities.

At all times, RAs/TAs are expected to maintain confidentiality, communicate effectively, and act appropriately. While RAs/TAs are allowed to have additional employment and encouraged to be involved on and off campus, the Resident Assistant/Townhomes Assistant position is a priority, only second to academics. RAs/TAs are expected to arrive early and stay late at certain times throughout the academic year. RAs/TAs are expected to continue to participate in personal, professional and career development opportunities throughout the year in addition to required trainings and conferences.

### **Supervision:**

All Resident Assistants/Townhomes Assistants directly report to their Resident Directors and indirectly report to members of central staff. RAs/TAs will be evaluated during the academic year by their Resident Director based on criteria listed below.

### **Resident Assistant/Townhomes Assistant Roles:**

Resident Assistants/Townhomes Assistants build mentoring relationships and assist individual students in developing as a whole person, including cognitively, culturally, personally, and socially. Resident Assistants/Townhomes Assistants fulfill a variety of roles as a student leader: Community Builder, Community Leader, Administrator, Role Model, Conflict/Crisis Manager, and Facilities Liaison. Within these roles, Resident Assistants maintain various responsibilities, outlined below.

<b>Role</b>	<b>Responsibilities</b>
Community Builder (Floor, Building and Campus)	-Plan and implement quality community builders regularly  -Design bulletin boards monthly/as required by the Resident Director  -Collaborate and assist with professional staff's educational initiatives

<p>Community Leader</p>	<ul style="list-style-type: none"> <li>-Meet individually with each resident by October 1<sup>st</sup>. Continue to meet individually, with small groups and as a hall throughout the year.</li> <li>-Create a floor diagram by October 1<sup>st</sup> and February 15<sup>th</sup> to illustrate your knowledge of your residents and positive relationships you are developing with them each semester.</li> <li>-Disseminate college information and policies to students and collect information as required by RD</li> <li>-Collaborate with RD to develop and achieve Residential Life/Learning Communities initiatives regarding learning outcomes and assessment</li> <li>-Orientate new students to living in the residence hall community</li> <li>-Visible and present in the residence hall community</li> <li>-Hold meetings and set standards</li> <li>-Serve on residence hall committees, participate in Residence Council</li> <li>-Develop positive relationships with students and staff</li> <li>-Advising/referring residents to campus offices/services</li> <li>-Knowledgeable of policies and procedures as outlined in the Residence Hall License, Student Code of Conduct, etc. Hold students accountable for actions</li> <li>-Promote academic success by enforcing quiet hours, etc.</li> <li>-Participate in the Leadership Development program during their first year as an RA/TA</li> </ul>
<p>Administrator</p>	<ul style="list-style-type: none"> <li>-Assist with the opening and closing of the residence halls and townhomes, which may require arriving early and staying late.</li> <li>- Sit 3 hours of office desk hours a week or have the option of sorting mail.</li> <li>-RAs on duty must be PRESENT in the building promptly from 7pm until 7am the next day. Fulfill night desk hours schedule, during the following hours: Sunday- Thursday from 8pm to 12am, Friday -Saturday from 9pm to 2am</li> <li>-RA on duty is required to tour the building (rounds). Rounds will be conducted as follows: <ul style="list-style-type: none"> <li>Sun-Thursday at 7pm (this is when you lock up doors, set your signs in the office and pick up the duty phone), 10pm, and midnight. You are then responsible for taking the duty phone with you and returning the phone back to the RA office the next morning after you shift has been completed.</li> <li>On Friday and Saturday, rounds occur at 7pm (see above), 10pm, 12am, and 2am.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>-RA on duty is required to fill out a duty log indicating who is on duty, RD on duty and other information.</li> <li>-RA on duty is responsible for checking the ID's of every student that enters the building and keeping an accurate record of guests entering and leaving in collaboration with the Night Desk Attendant staff.</li> <li>-RA on duty is also responsible for logging alcohol that enters the building, guests entering the building and age of the occupants of the room in conjunction with the Night Desk Attendant staff.</li> <li>-Submit a weekly report to their Resident Director as required.</li> <li>-Notify Resident Director of any information regarding residents, ie: illness, deaths, concerns, personal issues, etc.</li> <li>-Check campus voicemail and Brockport E-mail at least once DAILY for any messages.</li> <li>-Complete additional tasks assigned by the Resident Director.</li> <li>-Assist with occupancy, student conduct, furniture inventory, damage reports, RA selection, etc, as needed by the Resident Director. RAs are expected to complete assigned tasks on time.</li> <li>-Utilize assessment tools as directed to assist with assessing student engagement, satisfaction and learning</li> </ul>
<p><b>Role Model</b></p>	<ul style="list-style-type: none"> <li>-RAs are expected to be visible on campus by being involved in other campus and community roles, such as clubs, organizations, intramurals, etc.</li> <li>-Uphold standards as indicated in the RA Personnel Policy</li> <li>-RAs are expected to be academic role models by maintaining a 2.5 GPA or higher.</li> <li>-RAs are expected to act as a peer mentor to students in the building, showing compassion, concern and support.</li> </ul>
<p><b>Conflict/Crisis Manager</b></p>	<ul style="list-style-type: none"> <li>-Assist in implementing the student conduct system in the residence hall community, including but not limited to handling roommate conflicts, alcohol incidents, noise incidents, supporting individual students, referring students to the Counseling Center, etc.</li> <li>-Document incidents by completing incident reports within 24 hours after an incident</li> <li>-Inform the Resident Director and University Police (if necessary) of any concerns or student conduct issues.</li> <li>-Follow up with residents after handling an incident to preserve relationships and provide support</li> </ul>

<p>Campus Liaison</p>	<ul style="list-style-type: none"> <li>-Communicate with the Resident Director, facilities, laundry and vending staffs to report facilities concerns.</li>   <li>-Communicate and effectively work with other offices such as the Counseling Center, University Police, Campus Life, Student Learning Center, etc.</li>   <li>-Collaborate with Health Promotion and Prevention Services to implement health education in the residence halls</li> </ul>
<p>Living Learning Community (if applicable)</p>	<ul style="list-style-type: none"> <li>- Focus programming efforts to the specific theme/needs of the Living Learning Community.</li>   <li>- Collaborate with faculty involved with the LLC on programs, field trips, or community service projects.</li>   <li>- Hold additional community meetings as needed or assigned to develop the community's purpose and goals.</li>   <li>-Fulfill living learning community tasks and attend events as assigned</li> </ul>