

Oregon State University Housing and Dining Services
RESIDENT ASSISTANT – Position Description
This document is subject to review and revision.
UPDATED - November 2016

POSITION SUMMARY

Resident Assistants (RAs) are employees of Residential Education, a unit of University Housing and Dining Services (UHDS). Supervised by a Resident Director, the RA is expected to work to accomplish the objectives of Residential Education and UHDS and to help create and maintain an effective living-learning community within the residence halls and dining centers. The position requires a positive attitude towards RA responsibilities and UHDS and its mission. Overall job effectiveness is tied to the RA's ability to establish and maintain credibility and good rapport with residents, and University faculty and staff.

RAs are responsible for creating and maintaining emotionally and physically safe and secure residential communities. RAs are called upon to effectively respond to and manage a variety of crisis and emergency situations. RAs play a key role in the UHDS and Oregon State University (OSU) Emergency Management Plan.

RAs play a key role in creating environments that encourage all students to be academically and personally successful. RAs are relied upon to effectively implement department and University initiatives.

As employees of Oregon State University, RAs are University representatives, and are to abide by University policies, state, federal, local laws, and UHDS policies in their relationships and contacts both on and off the campus throughout the duration of their appointment. RAs, therefore, are expected not to engage in activities on or off campus that jeopardize their credibility as staff members or activities that make the university legally vulnerable.

UHDS staff members are advocates for an inclusive environment and community through understanding, enhancing, promoting, and celebrating the uniqueness of our student residents and department staff.

OSU commits to inclusive excellence by advancing equity and diversity in all that we do. We are an Affirmative Action/Equal Opportunity employer, and particularly encourage applications from members of historically underrepresented racial/ethnic groups, women, individuals with disabilities, veterans, Lesbian, Gay, Bisexual, Transgender & Queer (LGBTQ) community members, and others who demonstrate the ability to help us achieve our vision of a diverse and inclusive community.

A personal and professional commitment to providing excellent customer service and creating inclusive environments is a core value of UHDS. UHDS will provide a transformative on-campus experience that will ENGAGE our students in community, ENRICH their lives, and help them flourish and THRIVE.

DUTIES AND RESPONSIBILITIES

To meet the objectives of Residential Education, the responsibilities and duties of the Resident Assistant position include, but are not limited to the following:

I. Community Development

- a. Create and maintain strong positive relationships with residents and staff in the community through consistent individual resident check ins, group interactions, and events
- b. Promote academic initiatives in the community
- c. Role model academic success and engagement through resident interactions
- d. Facilitate a process to build community standards among residents
- e. Create a safe space for relationship building across differences
- f. Be accessible on the floor/wing during evening and weekend hours so residents feel that you are available to them
- g. Respond to resident needs accordingly
- h. Promote and practice social justice values within the community
- i. Develop community programs with learning outcomes that meet resident needs and align with UHDS and/or OSU expectations and initiatives
- j. Convene wing/floor meetings each term
- k. Understand the demographic makeup of the wing/floor
- l. Identifying and facilitating connections and relationships between residents on the wing/floor

- m. Develop ways to support personal well-being
- n. Promote, attend, and participate in the student staff and hall council programming in your hall
- o. Work with your supervisor to determine your community needs to create and execute an action plan utilizing the community building tools
- p. Attend and support campus wide events
- q. Develop a strong positive relationship with the wing/floor representative, the Hall Council, Residence Hall Association (RHA), and National Residence Hall Honorary (NRHH).

II. Administration & University-Wide Support

- a. Attend and participate in a weekly staff meeting, regular meetings with the Resident Director, and any other assigned meetings
- b. Complete Duty Logs, Integrated Pest Management Reports, and Incident Reports appropriately and accurately
- c. Check email twice a day and respond as requested
- d. Check staff mailboxes and hang up advertisements
- e. Complete bulletin boards and door decorations as assigned
- f. Report one-on-one resident interactions and community-wide programming as directed
- g. Participate in Hall Opening, Quarterly Transitions, and Closing
- h. Participate in training and staff orientation
- i. Complete tasks as assigned
- j. Distribute items to residents through the eTrak software
- k. Demonstrate timeliness
- l. Refer students to academic, health & wellness, and safety related resources on campus
- m. Providing feedback in the appropriate time, place, or manner
- n. Facilitate University assessment activities as required
- o. Assist with the recruitment and selection of new student staff members

III. Student Behavior & Crisis Management

- a. Confront potential policy violations and behavior that is disruptive to the community
- b. Assist residents with developing strategies on how to resolve conflict
- c. Encourage residents to practice safety strategies
- d. Understand, abide by, and support the Student Conduct Code and all UHDS Policies
- e. Communicate expectations of appropriate behavior and University policy information to residents
- f. Communicate any incidents and student concerns to Resident Director
- g. Manage emotions in times of conflict
- h. Understand, support, and implement emergency response protocol and procedures
- i. Refer students to appropriate support services as needed
- j. Communicate with the RD on call during crisis response
- k. Communicate with residents the appropriate action to take in the event of an emergency
- l. Follow instructions of emergency response personnel
- m. Provide duty coverage as assigned
- n. Manage conflict and confrontation among residents
- o. Follow up with students after an incident to express care, support, or concern

MINIMUM/REQUIRED QUALIFICATIONS

A successful candidate must:

1. Be a current **full time** OSU student or degree partnership student with an OSU or overall Grade Point Average (GPA) of 2.50 or higher.
2. Maintain good academic and conduct standing with both OSU and UHDS.
3. Successfully pass a Criminal History Check upon hire.
4. Demonstrate the ability to cultivate relationships with people.
5. Demonstrate the ability to resolve conflict with peers.
6. Demonstrate an understanding of social justice.
7. Demonstrate the ability to complete administrative tasks in a timely manner.

PREFERRED QUALIFICATIONS

1. Demonstrated commitment to diversity and social justice education, initiatives, and programs.
2. Demonstrated crisis management skills.
3. Ability to manage time effectively and balance multiple commitments.
4. Previous experience in leadership opportunities either on or off campus.

TERMS AND CONDITIONS

In addition to the duties outlined in this position description, RAs must abide by the following terms and conditions. Failure to abide by any term and condition may result in termination:

- I. The Resident Assistant position is a one-year student leadership opportunity, currently for the 2017-2018 academic year. The employment period is for one full academic year (Fall, Winter, and Spring terms).
- II. GPA and Student Status
 - a. RAs are required to meet full time student status. Consider in advance the maximum load that realistically could be handled in conjunction with position duties. Enrolling in more than 16 credit hours requires prior approval from the supervising RD.
 - b. Undergraduate students are expected to stay in good academic standing and maintain the GPA requirement listed in the Position Description. Graduate students must remain in good standing with the Graduate School. Failure to do so may result in removal from the resident assistant position.
- III. Meeting, Duty, and Training Requirements
 - a. Successful completion of all required training sessions prior to and during service, particularly spring and fall training.
 - b. Fall Training may begin as early as **August 28, 2017** and lasts throughout Welcome Week. All RAs are expected to participate in fall training in its entirety. Students interested in taking Summer 2016 courses will be expected to plan their schedule around all training sessions.
 - c. Do not schedule any classes or other commitments on **Tuesday evenings from 5:30-9:30 pm** to allow for team meetings and in-service training sessions. If a class during this time is absolutely needed to complete graduation requirements, please consult as soon as possible with your RD for approval.
 - d. RAs may be assigned to duty shifts while classes are not in session, and on holidays when OSU is closed (Thanksgiving Break, Winter Break, Spring Break, etc). Break duty entails being in the building with the phone 24 hours a day with 30 minute breaks to get food.
 - e. RAs are responsible for Hall Opening and Closing and have to stay on campus until the Saturday after finals for Fall and Winter Terms, and may be asked to stay as late as the Sunday after Spring Term finals. RAs may also be required to return on the Sunday before opening for Winter and Spring Terms.
- IV. UHDS is the primary employer/leadership opportunity for all RAs. The university allows student employees to work on campus for 20 hours per week. RAs, on average, are required to work 15 hours a week. Therefore, RAs are allowed to work up to 5 hours per week on campus outside of the RA role. Other employment, assistantships, and/or campus involvement requires serious consideration and advance discussion and approval with the supervising RD, and should be considered as secondary to RA duties.
- V. Any weekend absence from campus or any special situations must be cleared in advance with the RD.
- VI. RAs may be expected to be on campus and on duty during all-campus event weekends, as assigned by the Director of Residential Education, including but not limited to:
 - a. Welcome Week and the weekend before first full week of Fall Term
 - b. Halloween Weekend
 - c. Homecoming Weekend
 - d. Fall & Spring Family Weekends
 - e. The weekends prior to Finals Week (all terms)
 - f. Beaver Open House Day
 - g. Home Civil War Football Game Weekend
 - h. The weekend after Finals Spring Term
- VII. Exceptions to the above responsibilities of the Position Description may be approved at the discretion of the Director of Residential Education or the Residential Leadership Team.

WORKING CONDITIONS

Typically, RAs work indoors in positive residence hall environments. The RA position is routinely a night and weekend role. Occasionally, RAs encounter the following circumstances:

1. Occasionally lifting up to 10 pounds, and rarely up to 70 pounds.

2. Effectively communicating with members of the OSU community and the public, some of whom may be hostile.
3. An unpredictable and dynamic work schedule/setting.
4. High-risk medical and emergency situations.

COMPENSATION

1. Residence hall room. RAs may be assigned roommates on a temporary basis as part of the UHDS Temporary Housing Plan.
2. All RAs receive a RA Meal Plan for Fall Term (14 weeks including Training and Welcome Week), Winter Term (11 weeks), and Spring Term (11 weeks).
3. RAs receive a \$150 per term stipend.

Please Note: The RA position could affect your financial aid package, typically in the following way: Check with your financial aid counselor for information on your specific circumstances. Financial Aid is required by the US Department of Education to include RA compensation as part of a student's financial aid package. However, it cannot be counted against a student's "entitlement" monies (Pell Grants and Need Grants).

The RA is an "At Will" employee. As such, the employee, or UHDS may terminate the position at any time.