

Oregon State University Housing and Dining Services
RESIDENT ASSISTANT – Position Description
This document is subject to review and revision.
UPDATED - November 2015

POSITION SUMMARY

Resident Assistants (RAs) are employees of Residential Education, a unit of University Housing and Dining Services (UHDS). Supervised by an Assistant/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 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.

University Housing and Dining Services 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, 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 University Housing and Dining Services. 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. Intentionally develop and maintain positive relationships with all residents and staff.
- b. Actively work toward creating an inclusive community where all students feel safe, welcome, and supported.
- c. Promote and role model academic success and engagement through interaction with residents.
- d. Facilitate discussions among residents in matters of policy, respect, noise, academic success, and the general welfare and community standards of the living group.
- e. Be sensitive and responsive to resident needs.
- f. Promote and practice social justice values within the community. Engage and challenge residents and staff to increase awareness and understanding of social justice.
- g. Develop community programs with learning outcomes that meet resident needs and align with UHDS and/or OSU expectations and initiatives.
- h. Convene floor meetings each term and meet relationship and community development requirements as stipulated by Resident Director.
- i. Attend community and all-hall meetings as required by Resident Director.
- j. Be accessible during evening and weekend hours as scheduled unless special arrangements for time away are made with the Resident Director.

II. Advising

- a. Assist residents with academic, health and wellness, safety, and other questions or concerns. Refer and guide them toward university resources when appropriate.
- b. Actively participate in the recruitment and management of hall groups as stipulated by the Resident Director. This includes promoting hall council positions and building relationships with members, particularly floor/wing representatives.
- c. Have knowledge about university and department organizational structure to the extent that residents' questions can be readily answered or referred.
- d. Collaborate with internal and/or external student organizations and professional departments in order to support the needs of residents.

III. Student Behavior & Crisis Management

- a. Provide duty coverage at the hall front desk as assigned by the Resident Director.
 - i. Weekday (Sunday – Thursday) duty is generally 8 PM – 8 AM, during which time the RA must be in the hall and available to students.
 - ii. Weekend (Friday & Saturday) duty consists of being in the hall and available via cell phone for up to 48 hours.
 - iii. The residence halls do not close for Thanksgiving, Winter Break, and Spring Break. As such, RAs may be required to provide duty coverage even when classes are not in session, on holidays when OSU is closed.
 - iv. RAs generally staff a front desk from 8 PM – 12 AM on weekdays and 8 PM – 2 AM, unless otherwise instructed by the Resident Director.
 - v. RAs are expected to complete administrative tasks while staffing the front desk, including: completing duty reports, checking out items to residents, resolving issues, and other tasks as assigned.
 - vi. While staffing the front desk, administrative tasks assigned by the Resident Director and other UHDS staff will have priority over personal tasks.
- b. Assist with hall room check-in, health and safety room checks, and checkout as assigned by the Resident Director.
- c. Understand, abide by, and philosophically support the guidelines for student behavior in the "UHDS Policy Guide" and "Student Conduct Code."
- d. Effectively communicate expectations of appropriate behavior and UHDS & OSU policy information to residents.
- e. Understand, support and adhere to unit policies and procedures relating to:
 - i. UHDS Room Entry Policy and Procedure
 - ii. Sexual Violence Response
 - iii. Bias Response
 - iv. Psychological Crisis Response
 - v. Fire/Evacuation/Emergency Response
 - vi. Keys/ Access
 - vii. Confidentiality/FERPA
 - viii. Consensual Relationships
 - ix. University Computer/Network Acceptable Use
 - x. Residential Education "Cycles of Supervision"
 - xi. Staff Assessment Process and Evaluation
- f. Manage conflict and confrontation
 - i. Confront potential policy violations and behavior that is disruptive to the residential or campus community.
 - ii. Complete documentation, reporting, and follow-up procedures, communicating appropriately with staff and supervisors about incidents and student concerns.
 - iii. Refer students to appropriate resources and support services.
 - iv. Work with residents to mediate and/or resolve roommate/suitemate issues by supporting the residents' development of conflict resolution skills.
 - v. Respect and preserve the dignity of residents.

IV. Administration & Departmental Support

- a. Attend and participate in a weekly staff meeting, regular meetings with your supervisor, living-learning community meetings (as required), and other designated meetings.
- b. Demonstrate professionalism, including but not limited to timeliness, appropriately managing interpersonal communication and conflict among staff team, reporting unethical behavior, and providing feedback in the appropriate time, place, and/or manner.
- c. Use email, duty phone, in-person, and written communication as needed and directed.
 - i. Check ONID e-mail at least twice daily and respond as requested in a timely manner.
- d. Perform administrative tasks and recordkeeping as assigned. **Including, but not limited to:**
 - i. Completing a nightly duty log (when on duty) and reviewing duty logs daily

- ii. Writing Incident Reports and Integrated Pest Management Reports
 - iii. Reporting interactions and programs as directed
 - iv. Checking staff mailboxes and hanging up advertisements
 - v. Completing bulletin boards and door decorations as assigned.
- e. Participate in initial training and staff orientation activities, which may include the following:
 - i. Periodic meetings with new and returning staff members in tentatively assigned hall.
 - ii. Various training sessions and independent assignments.
 - iii. AHE 199 class or equivalent when offered and required
- f. Actively participate in all trainings as required.
 - i. Fall Training: as early as August 29, 2016.
 - ii. Winter Renewal: as early as the Friday before the start of Winter term.
 - iii. Additional trainings and in-service opportunities as designated.
- g. Take advantage of other University and UHDS trainings and opportunities as appropriate.
- h. Facilitate UHDS and Residential Education assessment activities as directed.
- i. Participate in marketing and orientation activities (Beaver Open House, Spring Visits, Welcome Week, etc) as directed by the Residential Education Leadership Team, Resident Directors, UHDS Marketing Staff, and the New Student Programs and Family Outreach Office.
- j. Assist with the recruitment and selection of new staff members throughout the academic year.

V. Other duties as assigned.

MINIMUM/REQUIRED QUALIFICATIONS

A successful candidate must:

1. Be a current full time OSU student or degree partnership student with an OSU or overall GPA of 2.50 or higher.
2. Maintain good academic and conduct standing with both OSU and UHDS.
3. Demonstrate the ability to complete administrative tasks in a timely manner.
4. Demonstrate the ability to resolve conflict with peers.
5. Demonstrate the ability to communicate effectively.
6. Demonstrate the ability to lead a group.
7. Demonstrate an understanding of difference and inclusion.
8. Demonstrate the ability to work both independently and in a group setting.

PREFERRED QUALIFICATIONS

1. Demonstrate a commitment to diversity and social justice education, initiatives, and intervention.
2. Demonstrate an ability to develop community.
3. Demonstrate crisis management skills.
4. Demonstrate the ability to manage time effectively and balance multiple commitments.
5. Previous residence hall or community living experience.

TERMS AND CONDITIONS

In addition to the duties outlined in this position description, Resident Assistants 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 2016-2017 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 Resident Director.
 - 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 29, 2016 and lasts throughout Welcome Week. All Resident Assistants 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 the Resident Director for approval.
 - d. Resident Assistants 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. Resident Assistants 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. Resident Assistants may also be required to return on the Friday before opening for Winter and Spring Terms.
- IV. University Housing & Dining Services is the primary employer/leadership opportunity for all Resident Assistants. 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 Resident Director, 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 Resident Director.
- VI. Resident Assistants 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. Dad's and Mom's 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 RAs cost of attendance is reduced by the budget figure that Financial Aid uses for Room and Board. With the reduction in cost of attendance, Financial Aid is required to reduce the amount of the student's aid package. They do so in the following order: Loans, Work Study, and then grants. Need Based and Pell Grants are an "entitlement" and are never removed from a student's package.

Current tax law interpretation indicates that the room and board portion of the RAs compensation is considered a "convenience to the employer" and, as such is non-taxable income. The Resident Assistant is an "At Will" employee. As such, the employee, or UHDS may terminate the position at any time.