Office of Residential Life  
Resident Assistant/Community Assistant Position Description

POSITION SUMMARY
Resident Assistants (RA) are an integral component to the success of the Office of Residential Life. RAs have an enormous opportunity and responsibility to enhance the experience that our students have living on campus and attending the University of Minnesota Rochester (UMR). The RA is primarily responsible for a group of students living in their community but also for the greater student population living in 318 Commons.

The RA 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. As a facilitator of a positive and inclusive community experience, an RA serves as a resource person, peer advisor, community developer, event planner, and role model for students living and learning at UMR.

JOB RESPONSIBILITIES
General Responsibilities
● Uphold the standards outlined in the Resident Assistant Contract
● Maintain a positive attitude and professional manner while serving as an Office of Residential Life and UMR representative, both on and off campus
● Be familiar with, and understand, the mission statement of the Office of Residential Life
● Know, understand, and be prepared to reference resource materials available to you in your position, specifically knowledge of RA duties, responsibilities, UMR campus resources, and Office of Residential Life and UMR policies and procedures
● Be present in 318 Commons and be available to residents most nights of the week (12 nights away per semester)
● Facilitate open and honest communication among all students, RA staff, and professional staff
● Problem solve and use critical thinking to address issues encountered as an RA
● Participate in RA orientation and departmental trainings throughout the year
● Assist in additional responsibilities as assigned by the Residential Life Director

Community Development
● Establish fulfilling relationships with residents in your floor community, and throughout the 318 Commons building by:
  o Investing time with each resident
  o Being available daily, with your door open, to meet and socialize with residents
  o Spending time informally visiting your residents each week
  o Providing opportunities for residents to socialize together and know each other
● Help residents adjust to collegiate life by getting to know their needs and areas for support, and by utilizing your resources and institutional knowledge, or relationships to fulfill their needs
● Hold periodic community meetings for building and campus orientation, prior to university breaks, move-out/end of year closing, and for community related initiatives or issues
● Help roommates create a Roommate/Apartment Agreement by mediating a conversation between roommates within the first two weeks of the year
● Mediate roommate conflicts as necessary, using the Roommate/Apartment Agreement as a resource
Help residents understand their role and responsibilities as a member of the 318 Commons community, how their actions impact others in the community, and how their actions may impact their future.

Implement community development model and event creation within 318 commons as outlined by the Residential Life Director.

Disseminate knowledge to assist residents with successfully navigating their UMR experience.

Promote educational opportunities that focus on awareness of cultural differences, self-assessment of personal bias, and desirable behavior within the community.

Help residents become more self-aware, gain increased self-understanding, learn life-skills, and work through their personal development.

Create an academically-focused community that supports student success and learning.

Promote avenues or events that reduce the negative impact alcohol has on students in the community.

Encourage civic engagement and connected with the local UMR and Rochester community.

Work with RAs, hall leadership, and campus entities to create events and interactions aimed at meeting resident needs.

Support departmental and campus activities by encouraging resident participation and collaborations with other campus entities.

**Maintain Safety and Security**

- Be prepared to quickly implement emergency procedures, and identify when and with whom to implement appropriate crisis management and intervention responses as outlined in your RA training.
- Assist in maintaining order in emergency situations, including fire alarm evacuation, police presence, emergency medical personnel, hate incident response, etc.
- Participate and share responsibility in the completion of duty nights and hall security.
  - **General duty guidelines include:** Check in and be present for duty starting at 7pm and until 8am as assigned by duty rotation, holding the duty phone and responding to calls or inquiries, conducting duty rounds at 9pm, 11pm, and 1am Sunday through Thursday, conducting duty rounds at 9pm, 11pm, and 1am Sunday through Thursday, conducting duty rounds at 9pm, 11pm, and 1am Friday through Saturday, locking doors when necessary, observing facility needs, enforcing Office of Residential Life and UMR policies and procedures, confronting and documenting violations of Office of Residential Life and UMR policies and procedures, responding to emergency situations, completing a nightly duty log, as well as interacting in a positive manner with residents that are encountered.
  - **Additional duty guidelines include:** Additional duty rounds and coverage may be assigned by the Residential Life Director as needed.
  - **Response by non-duty RAs:** RAs who are not on duty are still expected to confront and document any policy or procedure violations that occur.
- Appropriately utilize building keys and access to private/personal spaces within 318 Commons.
- Conduct monthly wellness checks for each apartment in 318 Commons with each resident in attendance.
- Communicate facility concerns or work orders to 318 Commons Management, Maintenance, or Residential Life Director immediately, and confirm the resolution of issues reported.
- Act as a building custodian when directed by the Residential Life Director.
- Know and understand the rationale for Office of Residential Life or UMR policies and procedures, and communicate them effectively to residents.
- Abide by, support, and participate in the implementation and enforcement of Office of Residential Life or UMR policies and procedures.
- 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.
- Role model cleanliness and respect for physical environment, including bathrooms, commons areas, and personal apartment spaces.
- Support, collaborate with, and explain the role of 318 Commons Management, Maintenance, and Custodial Services in maintaining a clean and safe community.
- Know and utilize basic helping skills to assist students with personal concerns, using referral guidelines when necessary.

**Team Collaboration and Support**

- Develop and cultivate an understanding of the various working styles, strengths, and personalities of your RA teammates and hall leadership to maximize effectiveness, harmony, and productivity.
- Accept and offer constructive suggestions and positive feedback, find solutions, and implement action plans to address team/building issues.
- Develop a working relationship with the Residential Life Director and 318 Commons Staff.
- Work with, support, and be able to explain the role of the Desk Assistants in the completion of their duties.
- Provide support for in-hall leadership and attend events and public meetings sponsored by 318 Commons Hall Government.
Engage in team development opportunities

### Administrative Responsibilities
- Attend and participate in all meetings as called by the Residential Life Director
- Be punctual, timely, and plan ahead with all assigned tasks and responsibilities
- Serve five hours a week as a Desk Assistant for the 318 Commons Front Desk
- Check email, cell-phone, and RA mailbox on a daily basis
- Assist in the opening and closing of 318 Commons for the academic year, which may include arriving early and staying past academic calendar dates
- Assist the Residential Life Director in occupancy management, including the processing of room changes and the logistics of overflow housing
- Demonstrate effective stewardship and use of resources (financial, human, and material)
- Support and participate in the evaluation practices of the Office of Residential Life

### QUALIFICATIONS AND REQUIREMENTS

#### Academic
- Any applicant or currently employed RA must maintain a cumulative and current semester GPA of 2.5 or higher.
- Any applicant or currently employed RA must be enrolled in at least 13 credits and no more than 18 credits per semester (or equivalent full-time enrollment for graduate student candidates). Requests for exceptions must be submitted in writing to the Residential Life Director prior to registering for classes.

#### Six Week Probation Period
- The first six weeks of the fall semester are a critical time for the deployment of ORL programs and events, and for RAs to learn their roles. Staff members will not be allowed to hold outside employment or be involved in student organizations without the permission of the RLD. After the first six week probation, RAs can negotiate with the RLD for involvement in outside organizations or employment as outlined in the RA contract.

#### Campus Experience
- Any applicant must have at least two semesters of UMR campus experience before becoming eligible to apply for the UMR RA position.

#### Conduct Check
- Any applicant for the RA position will have a check completed on their UMR conduct history to screen for violations that would exclude the applicant from being responsible for the safety and well-being of UMR students.