

## 2024-2025 Resident Assistant Job Description

The Resident Assistant (RA), as a peer mentor and role model, is charged with the responsibility of assisting in the creation and maintenance of a safe and supportive environment in the residential facilities. Through a focus on care and support for our students, the RAs will ensure that our students understand that Texas State and their assigned residential community is their home. The RAs will seek to ensure that students receive fast and positive service in all interactions allowing students to feel comfortable and engaged within a strong, residential community. This community will be established through direct and indirect interaction with residents, networking and referral to campus and community resources, programming, working closely with the Residential Life professional staff on academic and personal growth efforts of students living within our residential communities.

### Qualifications/Knowledge/Skills

- RAs must meet the necessary qualifications of the role as outlined within the RA agreement.
- RAs must demonstrate proficient knowledge of TXST and the Department of Housing and Residential Life (DHRL policies).
- RAs must demonstrate critical thinking skills to solve problems even during crisis events.
- RAs must communicate clearly with students, supervisor, and campus partners through written, verbal, and nonverbal interactions in group and one-on-one situations.
- RAs must serve as a knowledgeable University and community resource and refer residents as appropriate.
- RAs must demonstrate an overall willingness to expand personal knowledge about people with differing values, perspectives, experiences, and identities.
- RAs must address insensitive or intolerant behavior with sensitivity to the potentially conflicting needs of the individuals involved in a manner that deescalates tension and conflict.
- RAs must promote civility and inclusiveness within the community by treating all individuals with fairness, and respect.
- RAs must empower and facilitate residents building relationships with students, faculty, and staff throughout the campus community.
- RAs must manage multiple competing priorities, including academic, personal, and position-related demands.

### Essential Functions

The essential function/fundamental responsibilities for the student office worker position include the ability to:

1. Communicate effectively in person with students, staff, and visitors.
  - Provide and receive oral/verbal direction and support during emergency situations.
  - Answer an on-duty mobile telephone and respond to maintenance, custodial and emergency situations.
  - Answer a multiline telephone system, take detailed and concise messages/transfer calls to the appropriate party in a timely fashion.
  - Hold one on one conversations with residents to provide guidance and support.
  - Lead small and large group meetings.
  - Assist with tour groups on Bobcat Days.
2. Ascend and descend multiple flights of stairs to complete on-duty rounds and security checks; physically able to move quickly through congested crowd situations.
3. Troubleshoot and report facilities maintenance problems.

4. Prepare written documents and complete forms.
5. Navigate complex filing systems in order to file confidential information.
6. Lift and carry items up to 20 pounds for a distance up to 200 feet.

### **Community Engagement**

- RAs are responsible for the establishment, maintenance, and support of a positive, healthy, living learning environment in the residence halls consistent with the educational mission of the university, the priorities of the Department of Housing and Residential Life (DHRL) and the Bobcat Residential Experience (BRE)
- RAs work in a diverse and inclusive environment and are expected to create an experience where all members of the community are respected, and individuals are appreciated and valued for the differences they bring to enrich the community.
- RAs will maintain an active, positive, and respectful relationship with other staff, such as facilities, custodians, dining services, desk assistants and night desk staff.
- RAs will work in conjunction with their Residence Director (RD) and hall staff to implement the BRE in the residential community. This will include one-on-one interaction with residents and developing floor and community wide events and programs.
- RAs recognize and value the importance of on-campus living.
- RAs work collaboratively with students and staff regarding daily and long-term Residential Experience Issues.
- RAs must address community needs through the planning, implementation, and evaluation of individual interactions and a variety of programmatic initiatives.
- RAs will facilitate Bobcat conversations, mandatory meetings, and informal conversations through individual and group interactions among residents to support their learning and development.
- RAs will need to be available to students on a regular basis.
- RAs will actively participate in recruitment and selection of Housing and Residential Life Staff.
- RAs must support the Residence Hall Association (RHA) and their Hall Council
- RAs must complete other duties as assigned by departmental supervising staff.

### **Listening/Assistance**

- RAs will serve as role models, as well as resource and referral agents to campus resources and appropriate organizations.
- RA's will respond appropriately to all incidents that occur in the building, both incidents that happen during the daytime hours in their hallway and incidents that happen on call throughout the building.
- RA's will follow departmental instituted protocol when responding to all incidents
- RA's will refer residents to the appropriate resources within the campus community.
- RAs must respond to and mitigate conflict and crisis situations while maintaining order
- RAs must address policy violations, mediate roommate conflicts, and promote self-advocacy.
- RAs will assist residents with personal issues or concerns.
- RAs will assist in mediating roommate conflicts.
- RA's will utilize the appropriate follow up skills when necessary to check back in with residents after large incidents occur.

- RAs facilitate the personal growth of residents as well as groups by understanding all members of your communities, their needs and being sensitive to potential problems.
- RAs respect and maintain appropriate staff and student confidentiality.

### **Administration**

- RAs will assist in hall opening and closing activities, including returning early and remaining after the halls close as outlined in the Resident Assistant Employment Agreement.
- RAs will attend and participate in designated meetings, including staff and departmental meetings.
- RAs must serve on an on-call duty rotation in the hall(s) during weekdays, weekends and during university breaks and holidays as directed by their supervisor.
- RAs will attend and participate in all staff training programs, including professional development sessions, fall, and spring training.
- RAs will communicate regularly with RDs concerning hall, staff, and resident issues.
- RAs will communicate immediately with their RD or professional staff on duty regarding critical or emergency situations.
- RAs will assist in building evacuation during the department's response to a campus/residence hall crisis/emergency.
- RA's will appropriately document violations of the living on campus handbook and code of conduct utilizing.
- RA's will insure all incident reports are written the appropriate incident report form.
- RAs will facilitate community meetings.
- RAs will report, follow-up, and work with RD in processing damages, vandalism, and maintenance needs of rooms and common areas.
- RAs will meet all deadlines set by the department and RD.
- RAs promptly and accurately complete all administrative responsibilities, including but not limited to , on-call/duty, front desk/mail room and other job-related expectations outlined by the RA work agreement and their individual supervisor.
- RAs effectively participate in a rotating duty schedule including special weekends and break periods.
- RAs will demonstrate a positive attitude and commitment toward TXST and DHRL
- RAs will act as a role model, demonstrating good conduct, positive contributions to the campus community, and compliance with applicable rules and policies.
- RAs must participate in an evaluation process, including a formal evaluation at the end of each semester as well as informal evaluations throughout the semester.

### **Departmental Support:**

- RAs support, assist, and participate in departmental endeavors.
- RAs support, assist, and participate in university initiatives including but not limited to Opening Week Activities, Homecoming, departmental programs, hall closings, etc.
- RAs may be given other duties as assigned by the RD and/or DHRL Leadership

### **University and Office Policies**

- As employees of the University, RAs need to be familiar with and will be held accountable for all University Policy and Procedures Statement (UPPS) documents that impact them in this role.

- RAs will know, understand, and abide by University/DHRL Policies.
- RAs will educate residents on University/DHRL policies.
- RAs will confront inappropriate behavior in a professional manner and encourage student acceptance of responsibility for their behavior.
- RAs will consistently and accurately document inappropriate behavior.