Resident Assistant (RA)
Essential Functions
Department of Housing and Residence Life

TEXAS STATE UNIVERSITY
Housing & Residential Life

Status: Student Employment
Dates: August 2027 - May 2028

Division: Student Success
Department: Housing and Resident Life

Summary: This list is meant to provide an outline of essential job functions for Resident Assistants within the Department of Housing and Residential Life. Throughout the course of the year there will be times when staff will be called to service based on the needs of the community that may not be outlined in a job description. RAs agree to meet and abide by the standards described in this document; the RA Work Agreement; The Living on Campus Handbook; the Housing Contract; the expectations communicated by TXST Housing during trainings and by their supervisor; University policies; and State and Federal Laws.

Resident Assistants (RAs) are responsible for creating and maintaining a safe and engaging residential community. To fulfill this role, RAs must be able to perform the following essential functions:

Communication

- Communicate clearly and effectively with students, staff, and visitors across various settings and times, including late evenings and overnight hours.
- Provide and receive verbal and/or visual instructions during emergencies or high-stress situations.
- Answer and respond promptly to calls on an on-call mobile phone and multi-line telephone system.
- Engage in one-on-one conversations with residents to offer support, guidance, and referrals.

Emergency and Crisis Response

- Be able to respond quickly and appropriately to crisis or emergency situations.
- Navigate crowded or high-stress environments and assist residents during evacuations or incidents.
- Remain calm, observant, and communicative while providing support during critical situations.

Physical Requirements

- Hear and see clearly to respond to alarms, verbal calls for assistance, and visual emergency cues.
- Physically assist residents outside of the building or to areas of refuge in emergency or crisis situations as appropriate.
- Use hands and fingers to operate mobile devices, radios, key boxes, locks, and computers for reporting, communication, and facility access.
- Perform tasks requiring hand-eye coordination such as filling out forms, organizing supplies, or hanging posters/flyers.
- Speak clearly and loudly enough to be understood over the phone, in group settings, emergencies, or while wearing a face covering.
- Walk outdoors in varying weather conditions (heat, rain, cold) while assisting with tasks including but not limited to: rounds, move-in operations, community engagement initiatives, and other assigned duties.
- Lift and carry up to 20 pounds for distances of up to 200 feet.
- Ascend and descend multiple floors without the assistance of an elevator using stairwells; walk indoor and outdoor areas during on-call rounds.

Availability and Scheduling

- Be available to serve in an on-call capacity during all weekday shifts from 5PM – 8AM (Monday through Friday), weekend shifts from 5PM – 5PM (Saturdays and Sundays), and for all university holidays shifts from 5PM-5PM.
- Regularly inspect public areas of the hall and complete required reports.
- Attend and participate in mandatory training sessions, staff meetings, and departmental events, including those held during evenings or weekends.
- Maintain a flexible schedule that allows for reliable availability and consistent engagement within the residential community.
- Return early for training and hall opening and remain through hall closing at breaks and after the last scheduled graduation as noted within the RA Work Agreement.
- RAs are required to effectively manage time to participate in all dates listed within the RA Work Agreement and the Community Engagement Model as determined by the Department. RAs will need permission in writing if seeking to be absent from any event listed as required by the department.

Facilities and Operational Support

- Identify, respond to, and report maintenance, custodial, or safety concerns promptly and accurately.
- Submit work orders and follow up on facility-related issues to support resident safety and comfort as directed by the Department of Housing and Residential Life.
- Prepare written documentation and complete administrative duties thoroughly and on time.
- Be able to utilize departmental software platforms to manage records, submit forms, and complete operational tasks.

Confidentiality and Compliance

- Maintain confidentiality in accordance with departmental policies and FERPA privacy laws and handle sensitive information with discretion and professionalism.
- Notify supervisors of any events or conditions that could impact a student, floor, hall, or the university.
- Act as a Campus Security Authority (CSA), reporting crimes and ensuring compliance with the Clery Act.
- Serve as a Mandated Reporter or Responsible Employee (obligated to report all violations of the Community Living Standards, State and Federal law, as well as cases of sexual misconduct, sexual assault, and sexual harassment to supervisor).