Resident Assistant (RA)
Job Description
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

Position Summary: The Resident Assistant (RA), is a peer mentor and role model responsible for building a strong community, supporting residents, and generating meaningful opportunities for students to connect to campus through intentional interactions. Critical functions of the RA position include community engagement, student support & assistance, on-call & emergency response, administrative responsibility, and providing departmental support. This position will report directly to a Residence Director within Residential Experience. The RA must be able to perform the job's essential duties, which include but is not limited to regularly accessing all areas of their assigned residential building and work availability. In emergencies, the RA must be able to access all various building areas promptly and appropriately. The RA will frequently utilize a computer and a phone.

Primary Duties and Responsibilities:

Student Success & Community Engagement

- Establish, maintain, and support a positive, healthy, living learning environment in the residence halls consistent with the educational mission of the university, the priorities of the Division of Student Success, and the Department of Housing and Residential Life.
- Plan, implement, and evaluate RA-led programs, community-led initiatives, and individual interactions throughout the academic year to address community needs and promote student success.
- Provide support for student leadership and community engagement through assisting Residence Hall Association (RHA), Hall Council and assigned Living Learning Communities (LLCs/TCs) in programs, events, and initiatives.
- Facilitate conversations through individual and group interactions among residents to support community, sense of belonging, and personal development through floor meetings and the establishment of community standards.
- Support, assist, and participate in departmental and university initiatives including but not limited to: Welcome Week, Homecoming, departmental programs, hall openings and closings, etc.

Student Support & Assistance

- Serve as a role model, resource, and referral agent to campus resources and appropriate organizations.
- Facilitate conversations that promote the personal growth of residents and members of the community through building positive rapport and connections.
- Actively engage with and seek to resolve issues for students and promote positive interdependence of residents through providing resources and encouraging help-seeking behaviors to support residents personally and academically.
- Confront inappropriate behaviors and address concerning actions with residents professionally per departmental expectations and training.
- Maintain appropriate staff and student confidentiality with student information, records, and other FERPA related information.

On Call and Emergency Response

- Serve on an on-call duty rotation in the assigned hall(s) during weekdays (5 PM – 8 AM), weekends (5 PM – 5 PM), and university breaks/holidays (5 PM – 5 PM) as directed by the supervisor.
- Respond to incidents within assigned community, both during the day and after hours, in accordance with Housing and Residential Life policies.
- Document student concerns, alleged policy violations, and potential behavioral issues, including violations of the Living on Campus Handbook and student code of conduct in accordance with Texas State reporting expectations.
- Assist with building/emergency evacuation and crowd mitigation during fire drills.

Administrative Responsibilities

- Respond to e-mails and phone calls within 24 hours.
- Document alleged policy violations and/or resident concerns; submit by 8:00AM the following day.
- Complete scheduled room inspections in conjunction with Housing colleagues.
- Actively participate in recruitment and selection of Housing and Residential Life Staff.

Department Support

- Assist with hall opening and closing activities, including returning early and remaining after the halls close as outlined in the Resident Assistant Employment Agreement.
- Attend and participate in all staff training programs, including professional development sessions, fall, and spring training.
- Maintain an active, positive, and respectful relationship with residents, peer staff, and other departmental members.
- Act as a role model, demonstrating good conduct, positive contributions to the campus community, and compliance with applicable rules and policies.
- Other duties as assigned by the supervisor of the assigned community and/or DHRL Leadership.

Time Commitments

- Weekly team staff meetings hosted from 8:00PM – 10:00PM every Monday evening throughout the semester.
- Weekday and Weekend on-call availability from 5:00PM – 8:00AM on scheduled days.
- Attend mandatory training, in-services, and departmental openings/closing at the start and end of each long semester.
- Availability to work break periods including Thanksgiving Break, Winter Break, and Spring Break.
- May not hold another job during their first semester of the RA position.

Required Qualifications

- Commit to one full academic year within the RA position.
- Maintain a minimum 2.5 semester and overall GPA at time of application and throughout position.
- Must be enrolled as a full-time undergraduate student (minimum 12 credit hours/semester) and have completed 15 college credits by time of appointment (Dual credit does not apply).
- 1 long semester of campus living experience by time of appointment.
- No previous, active, or pending conduct record that could create a conflict with the expectations of the role.
- Be available to attend training programs before the start of each Academic Semester and work end-of-semester responsibilities after exams are completed before departing from campus.

Preferred Qualifications

- Demonstrate initiative and the ability to think critically and creatively to solve problems and make decisions.
- Previous experience with engagement/development activities.
- Previous experience with student support or retention initiatives.
- Be able to communicate effectively with a varied student population, understand their unique needs, and help residents build strong social networks.
- Be able to work both independently and as part of a team, exhibit self-motivation, and adapt to constantly changing and unpredictable environments.