

RESIDENT ADVISOR

Job Description

The Resident Advisor (RA) is a paraprofessional full-time undergraduate student who serves as an integral member of the Department of Residence Life staff. RAs have direct and constant contact with residents living in their assigned community, and as such, play a pivotal role in the day-to-day operations of their hall. A Resident Advisor's primary responsibility is fostering and developing a positive community, supporting the well-being of their residents, and enhancing the overall educational and developmental experience through programming.

A successful RA will have a strong commitment to their own overall paraprofessional development and the residents. The RA will have the opportunity to do the following: work independently and proactively, demonstrate great interpersonal skills, take initiative, reflect positive personal character, and possess a high degree of ethics and professionalism. Above all, a successful RA will be a motivator, community connector, and an exemplary role model with the ability to work as part of a team in a unique and dynamic environment. In light of the foregoing, RAs are committed to the following:

FOSTERING STUDENT LEARNING AND ACADEMIC SUCCESS:

- ◆ Creating educational, informative and creative multimedia messaging statements.
- ◆ Being knowledgeable and able to articulate Augsburg College's requirements, deadlines, processes, and services as they pertain to the academic success of the residents.
- ◆ Organizing programs as assigned by the Residence Hall Director, Lead staff, and department engagement model.
- ◆ Working collaboratively with other Augsburg College departments and student groups.
- ◆ Modeling good study habits and adhering to the Residence Life Guidebook.
- ◆ Helping to connect residents with academic resources.

ENCOURAGING A COMMUNITY ENVIRONMENT BY:

- ◆ Encouraging the development of a civil and respectful community environment including the support of quiet hours and courtesy hours.
- ◆ Fostering an environment that is inclusive and welcoming of all students.
- ◆ Providing opportunities for the free exchange of ideas, social interaction, and learning.
- ◆ Assisting in crisis management and emergency response evacuations.
- ◆ Being present and visible.
- ◆ Developing community expectations with residents
- ◆ Assisting residents in developing roommate agreements.
- ◆ Facilitating community meetings.
- ◆ Developing positive relationship with residents to identify goals and interests.
- ◆ Being familiar with communities appointed as appropriate (StepUP, Neighborhoods, Floors).

SUPPORTING COLLEGE AND RESIDENCE HALL POLICY BY:

- ◆ Being thoroughly familiar with the Guidebook and Augsburg College policies and the rationale behind them.
- ◆ Responding to, confronting inappropriate behavior when it occurs, and taking necessary follow-up measures (documentation/incident reports, peer advising, and referrals).
- ◆ Enforcing and upholding Augsburg College policies and regulations.
- ◆ Communicating and modeling behavior and policy expectations of Augsburg College to residents.
- ◆ Recognizing appropriate and/or constructive behavior.
- ◆ Forwarding appropriate information regarding resident conduct to Residence Hall Directors as instructed/necessary.

SUPPORTING THE WELL-BEING OF RESIDENTS BY:

- ◆ Developing positive relationships with residents through daily interactions and intentional visits as a way of identifying needs, desires, values, goals, and interests of residents and the larger community.
- ◆ Promoting involvement in campus and community events by utilizing creative ways of informing residents of Augsburg College events and pertinent announcements.
- ◆ Designing and implementing programs that support the engagement model for the community while intentionally catering to the overall needs of the residents.
- ◆ Addressing student behavioral issues, physical and/or emotional health, conflict mediation, and safety concerns.
- ◆ Being familiar with services offered on campus such as dining services, academic counseling, clubs and activities, registrar's office, CWC, Campus Ministry, Student Government, and room reservations, etc, and referring students as needed.
- ◆ Maintaining professional confidentiality while addressing student needs and concerns. This means that RAs will communicate student needs and concerns with Central Staff members.

CULTIVATING INDIVIDUAL'S OWN DEVELOPMENT AS A PROFESSIONAL BY:

- ◆ Seeking out and welcoming training opportunities such as attending local and/or national conferences.
- ◆ Participating in all other departmental training sessions such as the two-week fall training and on-going training.
- ◆ Recognizing and requesting refreshers on areas for personal and professional development.
- ◆ Presenting on educational topics either at conferences or through facilitating team-building exercises in staff meetings.
- ◆ Challenging self to work outside of personal comfort zone.
- ◆ Attending one-on-one meetings with the Residence Hall Director.
- ◆ Being formally evaluated at least once a semester.
- ◆ Being open to feedback and adopting a reflective attitude on feedback.

MAINTAINING SAFE, FUNCTIONAL, AND ATTRACTIVE FACILITIES BY:

- ◆ Working within the established work-request reporting system.
- ◆ Implementing and performing the Safety and Sustainabilitythe Safety and Sustainability checks every semester.
- ◆ Supporting current security access system.
- ◆ Being thoroughly familiar with the key system and related housing transactions.
- ◆ Communicating the collective billing process.
- ◆ Assisting in the completion and collection of Room Condition Reports, Safety and Sustainability check, and other departmental operations.
- ◆ Documenting facilities concerns/problems as identified during on-call rounds or by residents and communicating such concerns with the Residence Hall Director .

PERFORMING ADMINISTRATIVE TASKS:

- ◆ Completing administrative responsibilities in a thorough and timely manner. Administrative responsibilities include, but are not limited to: engagement paperwork, communications, and other duties as assigned by the Residence Hall Director.
- ◆ Assist Residence Hall Director with opening and closing of the hall (includes returning early during winter break and leaving late at the end of each semester as needed).
- ◆ Completing necessary reports and forms (weekly reports, surveys, informational reports, on-call reports, etc).

OPERATING AS PART OF A TEAM BY:

- ◆ Working collaboratively with staff assigned to assist with the development and implementation of programs. including development, promotion, management, implementation, and assessment of engagement opportunities.
- ◆ Maintaining a professional decorum when dealing with colleagues and supervisors.
- ◆ Supporting staff programs within the hall through attendance and/or participation.
- ◆ Attending all weekly 2-hour staff meetings.
- ◆ Actively participating in socials, celebrations, and in-hall times with staff.

- ◆ Continuously striving to work as part of the team by doing fair share of work and supporting each other.
- ◆ Showing up on time and volunteering to help when needed.
- ◆ Being flexible and open to change.
- ◆ Collaborating on projects.
- ◆ Confronting inappropriate and/or destructive behavior.

SUPPORTING THE DEPARTMENT BY:

- ◆ Attending all-staff meetings.
- ◆ Assisting with the selection process for various departmental positions, including professional and student staff.
- ◆ Assisting with the housing selection process, including Housing Expo, as needed.
- ◆ Attending spring orientation, fall training, winter training, and other training opportunities as deemed necessary by the Department.
- ◆ Completing assigned office hours per week at the Residence Life offices.

PROVIDING ON-CALL COVERAGE BY:

- ◆ Serving in an on-call coverage rotation with other RAs from their community's team.
- ◆ Participating in evening and weekend on-call coverage for the Hall. On-call coverage includes:
 - Weekdays: Sunday through Thursday – 4:30 p.m. – 8:00 a.m.
 - Weekends: Friday 4:30 p.m. – Sunday 4:30 p.m.
- ◆ Performing rounds as follows:
 - Sunday through Thursday: 7:00 p.m. & 10:00 p.m.
 - Friday and Saturday: 7:00 p.m., 10:00 p.m., and 1:00 a.m.
- ◆ Staffing lobby hall desk from 7:30-10:00 p.m. when on-call.
- ◆ Responding to calls promptly and professionally, including remaining on-campus between 7:00 p.m. & 8:00 a.m. and responding within ten minutes when on-call.
- ◆ Addressing, responding to, and documenting student concerns including inappropriate behaviors, safety concerns and other resident needs.
- ◆ Communicating building activity and resident interactions in the on-call reports.
- ◆ Remaining in the building after 7:00 p.m. rounds.
- ◆ Providing coverage for the staff on-call cell phone.
- ◆ Serving holiday on-call during the following official Augsburg College holidays: Fall Break, Thanksgiving, Winter Break, Spring Break and Easter, as well as post-commencement, as assigned.

BENEFITS AND COMPENSATION:

- ◆ Invaluable practical experience in administration, crisis management, conflict mediation, teamwork, communication, event planning, organization, and time management.
- ◆ Exposure to faculty, staff, and administrators.
- ◆ Adds to the quality of your resume (employers are highly aware that a Residence Life experience produces a well-balanced and skilled student).
- ◆ Opportunity to work with a team of seasoned leaders.
- ◆ Stipend \$1,700. This stipend is a total of \$1700 that is paid to you bi-weekly incrementally and equally. The first pay period may be delayed by a few weeks because your fall start date doesn't necessarily align with Augsburg pay periods, but guarantee that all \$1700 will be paid to you by your employment end date in May.
- ◆ Housing credit equal to an Urness double rate. This housing credit will be paid to your student account twice per year, each payment equaling the semester cost/rate of an Urness double room. Depending on which residence hall you live in and what your housing rate is, you will still be charged the standard rate for that housing, but the compensatory housing credit will offset a large portion or all of that cost.
- ◆ Meal plans are not provided by or paid for by the Department of Residence Life. All staff working in the residence halls are required to be on a meal plan, apart from those living in Luther Hall. This is in accordance with Augsburg College's contract with its food services provider.

FOR YOUR INFORMATION:

- ◆ RAs are encouraged to take an active role in the department. RAs are required to accept any other related responsibilities and expectations as assigned by the Residence Hall Director and the Department of Residence Life. These tasks are generally geared toward completing projects to further the Departmental processes, goals, and mission.
- ◆ RAs are perceived as representatives of the College in their relationships and contacts both on and off campus, thus it is essential that RAs uphold College standards as outlined in the Guidebook & Student Guide.

CONDITIONS OF EMPLOYMENT:

- ◆ Have a cumulative GPA of at least 2.50 at the time of application, unless it is your first-semester at the institution
- ◆ Maintain a cumulative GPA of at least 2.50 through the period of employment.
- ◆ RAs who plan to work in a position other than their RA role, must be prepared to request flexibility in order to satisfy the terms of their Residence Life position. In accordance with Augsburg student employment conditions, RAs may not simultaneously hold other campus jobs in addition to their RA position. Speak with Human Resources with questions about exceptions to this mandate.
- ◆ Review of job performance per semester.
- ◆ Maintains a high level of confidentiality and professionalism.
- ◆ Will need to serve in the position for the entire academic year. Additionally, RAs will need to attend fall training that begins two to three weeks before fall classes begin. RAs will be required to move on to campus the Friday prior to the first day of training which falls on a Monday. RAs must also plan to continue working for the department up to two weeks after spring graduation in order to assist with the transition from the academic year to the summer.
- ◆ Perform at least 20 hours of work per week.
- ◆ Be in good judicial standing with Augsburg College prior to and throughout the employment. A violation of Augsburg College policies, local, state, and/or federal laws will result in probation, suspension, or termination.
- ◆ Submitting to and passing background checks.

COMMUNITY SPECIFIC INFORMATION:

Neighborhoods in Anderson Hall

- ◆ Creating and implementing cleaning list for the residents.
- ◆ Assisting with weekly cleanliness inspections.
- ◆ Creating and implementing a chore list for the residents in the flat/floor house communities.
- ◆ Supporting current security access system, which includes working to keep the entry door of the floorhouses and townhouses locked.