

WHITE CREEK APARTMENTS Resident Advisor
University Apartments
Department of Residence Life

Supervised by: Resident Manager

POSITION Description

The Apartment Resident Advisor is either a 9 1/2 or 12 month, part time (approximately 20 hours per week) live-in position. In addition to providing an atmosphere which fosters academic and personal growth, the ARA performs such functions as administrative, programming and paraprofessional advising duties. Working under the direct supervision of the Resident Manager and indirect supervision of the Assistant Director of Residence Life the ARAs support, and carry out objectives, policies and procedures of Texas A&M University and the Department of Residence Life. There is opportunity to develop professionally working in various capacities within the University Apartments.

LEARNING Outcomes

- Communication
 - Demonstrate effective and appropriate communication skills across various settings, purposes, and audiences
- Collaborative Work
 - Develop collaborative working relationships with internal and external entities to meet stakeholder needs
- Conflict Management
 - Interpret, manage, and appropriately respond to crisis situations, conflict, residents, and personnel concerns
- Transferable Skills
 - Articulate transferable skills that are applicable to their future personal, academic, or professional plans
- Cultural & Global Competence
 - Identify and include diverse individuals with differing beliefs, behaviors, attitudes, abilities, and ideas

QUALIFICATIONS

- Though not required, it is preferred if applicants are residents of the White Creek Apartments.
- Candidates for the ARA position must be currently enrolled as a full-time student at TAMU
- Undergraduate candidates must have a minimum 2.25 cumulative and a 2.0 semester GPR to apply for the position. Graduate ARAs must have a minimum 3.0 GPR.
- Possesses a desire to work with individuals and groups in a residential setting
- Must be in good standing (academic and conduct) with the University.
- Employment is contingent upon a criminal background check and successful verification of Employment Eligibility.

TERMS of Employment

Initial appointment for ARAs will be either a 9 1/2 or 12-month period (beginning on or about August 1st and ending on or about May 20th or in August after summer school). The length of the initial contract will be determined by the hiring supervisor. On the basis of performance evaluation the Resident Manager will make reappointment to the same position provided the ARA is still in good standing academically and conduct wise with the University.

The Apartment Resident Advisor must maintain residency in a designated apartment within the complex throughout their employment period with White Creek Apartments.

ARAs must be full time students (Fall and Spring: 12 hours for undergraduates and 9 hours for graduates). Summer: 4 hours for 5-week or 8 hours for 10-week for undergraduates and 3 hours for 5-week or 6 hours for 10-week for graduates. Undergraduate White Creek ARAs must maintain a minimum 2.25 GPR throughout their term of employment. The Graduate ARA must maintain a minimum 3.0 GPR (cum and semester) throughout their term of employment.

ARAs may not student teach or co-op. Graduate ARAs may not hold a Graduate Assistantship. Participation in any extracurricular activities must be discussed and approved by the supervisor prior to involvement. The Apartment Resident Advisors will be scheduled to be on duty Monday-Friday 5:00p to 8:00am the following day and during weekends. ARAs are required to work periodic daytime hours over the course of each semester.

DIVISION OF STUDENT AFFAIRS

Department of Residence Life
University Apartments



ARAs are required to work during spring break, Thanksgiving, winter break, and holidays. All ARAs will not need to work all break periods. We will first ask for volunteers. If the staffing needs are covered by volunteers the remaining ARAs will be released from work. If there are not enough volunteers, we will draw straws to determine who will work.

Staff not scheduled to work the winter break may choose to stay in their apartment or go home for the break. Regular pay hours during the winter break stop at the end of the fall semester (on or about December 18). Staff choosing to stay or leave during the winter break are still responsible for the rent and electric bill in their apartment. Regular pay begins when staff returns to work in the spring (usually on or about January 2).

As the ARA position cannot be easily translated into hours worked per day or week because of the unique nature of the work and the position being a live-on campus position. In addition to a discount on rent, the ARA will receive a monthly salary dependent on the current rate scale of the Department of Residence Life, calculated to account for an average of 20 hours of work per week per semester consisting of the Duties and Responsibilities listed below in this position description and responding to emergencies in the apartments. The ARA may use the rest of his or her time for attending classes, studying, going to sporting events or concerts, etc., as he or she chooses.

Duty requirements include maneuvering up and down 5 or more flights of stairs at least twice per night. Job duties will require the ability to climb stairs, see, talk, hear, and travel around assigned buildings. The position will also require the use of a video display terminal and cell phone.

ARAs must abide by all University and departmental policies and procedures, the terms of the housing contract, and meet their supervisor's expectations.

DUTIES and Responsibilities

The Apartment Resident Advisor:

1. Serves as a communication link between the residents and the Department of Residence Life staff.
2. Completes check-ins with new residents and welcomes them to the complex as well as conducting follow-ups to new residents. Performs in-person or express checkout inspections.
3. Displays a positive attitude and serves as a good role model in terms of behavior, community participation, and academic commitment.
4. Responds to emergencies, complaints, security problems, and other resident needs as prescribed by the Resident Manager or Assistant Director of Residence Life.
5. Promotes, supports, and attends programs offered at the White Creek Activity Center.
6. Collects and distributes flyers, newsletters, etc. in the complex as required by the Resident Manager/GARM.
7. Develops and maintains a good working relationship with all White Creek Apartment Staff, including custodial staff.
8. Maintains a positive job attitude and supports the Department of Residential Life in its philosophy and policies.
9. Is knowledgeable of and supports University Apartments policies and regulations; responds to and report violations in MAXIENT. Submits and follows up on Person of Concern reports. Reports facilities issues to SSC and in the facilities module on StarRez.
10. Attends Community Council meetings and works with council officers in the development and implementation of programs to meet residents' needs.
11. Is familiar with and uses University referral sources when necessary.
12. Works to develop a feeling of group responsibility and community among the residents to include promoting a sense of pride and ownership for the living area.
13. Creates and maintains a presence in the Gardens Community.
14. Successfully develops and implements approved programs as determined by supervisor each semester.
15. Performs duty rounds and submits duty log.
16. Participates in the bi-annual Fire, Life, & Safety inspection of the complex.
17. Works periodic day-time shifts.
18. Serves as a Conference Assistant during the summer.
19. Performs other duties as assigned.

ACCOUNTABILITY Policy

You will be held accountable for your actions or lack thereof, including both positive and negative actions. It is important to follow all rules, policies, and expectations of the position you have accepted. The following policy outlines some, but not all, accountability measures. Additionally, this policy outlines a progressive discipline and accountability model that an employee would typically follow given some of the examples in this policy. However, the severity of the situation or behavior of the employee may warrant immediate progression to a more severe measure, up to and including termination, without having been provided a lesser measure previously. The severity of the measure will be determined by the supervisor in consultation with the HR Coordinator, if necessary.

202 Charles Haltom Avenue
3365 TAMU
College Station, TX 77843-3365

Tel. 979.845.2261 Fax 979.862.2605
Email: university-apartments@housing.tamu.edu | Website: reslife.tamu.edu/ua/

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NOTES

The supervisor will keep notes on each staff member regarding his or her performance throughout the year. These notes will be used to praise good work, address concerns, and to provide an accurate representation of the employee's performance on the annual evaluation. You may request to see your notes at any point. These notes may be kept in a variety of formats.

WARNING

A Warning may be issued by the supervisor as necessary for violating job responsibilities/expectations and/or policies. This is a reminder which will state the reason for the Warning. Note of this Warning will be documented within your Notes for future reference. Some actions that could result in a Warning include but are not limited to: 1st time being late to a shift or leaving early without approval of the supervisor, 1st time failing to complete job responsibilities during a shift, 1st time having a visitor at the desk without approval, etc.

REPRIMAND

A Reprimand is a memo or form that states the specific inappropriate actions or decisions, will include specific, quantifiable expectations for improved performance, and a specified time period for significant improvement to be made. If no significant improvements are seen within the specified period, Termination or Probation may result. This Reprimand may include a probationary period with the expectation of marked improved performance. A copy of the Reprimand will be provided to you and a copy will be placed in your personnel file. Some actions that could result in a Reprimand include but are not limited to: your 2nd time being late to a shift or leaving early without the approval of the supervisor, your 2nd time having a visitor at the desk without approval, your 1st time missing a shift, repeating behaviors that resulted in a Warning, etc.

PROBATION

A period of time determined by the supervisor based upon the severity of the situation, during which your performance will be monitored for marked improvement. This will include a letter or form provided to you and placed in your personnel file that outlines the specific inappropriate actions or decisions. Some actions that could result in Probation include but are not limited to: your 3rd time being late to a shift or leaving early without the approval of the supervisor, your 3rd time having a visitor at the desk without approval, your 2nd missed shift, repeating behaviors that resulted in a Reprimand, falling below the required GPR, etc.

TERMINATION

Depending on the severity of the issue, Termination typically comes as a final solution after multiple infractions, though it can occur immediately, without any or all of the above actions. Some actions that could result in Termination include but are not limited to: your 4th time being late to a shift or leaving early without the approval of the supervisor, your 3rd missed shift, insubordination while on probation, risking the safety and security of students in the space, inappropriately using keys and/or equipment, repeating behaviors that resulted in Probation, etc.

Employee Name

Employee Signature

Date

Supervisor Signature

202 Charles Haltom Avenue
3365 TAMU
College Station, TX 77843-3365

Tel. 979.845.2261 Fax 979.862.2605
Email: university-apartments@housing.tamu.edu | Website: reslife.tamu.edu/ua/