



RESIDENT ADVISOR POSITION DESCRIPTION

I. Position Description Overview

The Resident Advisor (RA) is a member of the Residence Education team within the Department of Residence Life (DRL) in the Division of Student Affairs. The overall mission of Residence Education is to enhance the living environment of staff and students through education and development. The Residence Education staff focuses on building inclusive communities that focus on learning, leadership, and meaningful relationships through the development of our students and staff. In support of the mission of Texas A&M University (TAMU), Residence Hall Staff is committed to fostering a positive environment within the Residence Halls through incorporating the Texas A&M University Core Values of Excellence, Integrity, Leadership, Loyalty, Respect, and Selfless Service in our work. We define a positive community as an environment which fosters healthy lifestyle choices by its members, respect for individual values and beliefs, a sense of belonging, and a focus on academic success and personal growth which will contribute to our students developing as leaders of character dedicated to serving the greater good.

II. 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

III. Terms of Employment

- a) RAs must be full-time students as defined by Texas A&M University.
- b) First semester RAs may not carry an academic course load of more than 16 credit hours per semester. Returning RA's must have prior approval to take more than 16 credit hours per semester.
- c) RAs will be required to complete at least one semester as a student at the College Station Texas A&M campus in order to be eligible for employment.
- d) RAs must be in good standing with Texas A&M University and the appropriate academic college.
- e) RAs must live on campus in assigned room during the time of employment.
- f) RAs will be required to meet a minimum 2.25 cumulative grade point ratio and a 2.0 semester grade point ratio at the time of applying and throughout their term of employment.
- g) Initial appointment for RAs will be for one academic year. On the basis of performance evaluations, the department will make reappointment to the same or alternate position (including summer positions) based on specific community needs and the strengths and skills of the individual staff members. Additionally, each RA is required to go through the RA rehire process in order to be considered for continued employment.
- h) **Only RAs in good standing, who have completed one semester of experience, may be employed outside the DRL, up to 8 hours per week, with prior written approval of their supervisor. RAs having a cumulative GPR of 2.5 or greater, may work a maximum of 15 hours per week of outside employment with prior written approval.**
- i) RAs may not student teach or co-op while working as an RA. Exceptions may be granted in certain situations with returning RAs, but permission must be requested and approved prior to the re-hire process.
- j) RAs will report for work the day indicated, remaining until the day specified, each semester, by the DRL. **Staff should not anticipate leaving their position prior to the official hall closing date and time.**
- k) All students living on campus are required to sign a Housing Contract, which applies to the entire academic year. Leaving the RA position, for any reason, during the time of the Housing Contract will not release a RA from his/her Housing Contract and he/she will be responsible for fulfilling the terms of his/her Housing Contract, including

completing Cancellation paperwork with the Housing Assignments Office by the designated deadlines stipulated in the Housing Contract. Resignation and termination from the RA position does not release an RA from his/her Housing Contract. In the event of resignation or termination, the RA will be required to move from the designated RA room assignment to another available space on campus within 48 hours of the resignation or termination.

- l) RAs are expected to abide by and enforce all published TAMU Student Rules, all departmental policies and procedures and the Aggie Honor Code.
- m) RA staff must participate in all scheduled staff training sessions and professional developments.
- n) Persons hired must provide proof of identity and employment eligibility and pass a background check.
- o) RAs report to a Graduate Hall Director or Community Director.
- p) **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.**

IV. Terms of Remuneration

The RA 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 RA 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 Responsibilities listed in Section VI of this position description and responding to emergencies in the residence halls. The RA 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. The salary will be pro-rated from the date of start in the fall, hall closure during winter break, and last day of employment in the spring or per term, as applicable. Those working during Thanksgiving Break, Winter Break, and Spring break will receive a supplement in addition to the stipend (supplement only during winter break) based on the number of days worked and daily rate as determined by the Department of Residence Life. Pay increases may be available based on years of service, performance evaluations, supervisory recommendations, and available funds. RAs are responsible for the payment of room rent.

V. Outside Employment and Extracurricular Activities

Outside employment and extracurricular activities should be reviewed with your supervisor on a regular basis. If conflicts arise between the RA position and other employment/activities and job performance deficiencies are noted by the supervisor, the RA may be required to make adjustments in his/her schedule in order to correct the deficiency.

- a) **RAs that are requesting additional on campus employment, must be in good standing with the university and must have completed one semester of RA experience. RA's may be employed outside DRL for a State of Texas employer up to 8 hours per week with prior written approval of their supervisor. RAs should have a cumulative GPR of 2.5 or greater to be approved.**
- b) **RAs that are requesting approval for additional employment from a non-State of Texas Employer must seek approval from their supervisor on hours that can be worked.**
- c) RAs may not student teach, intern or co-op while working as an RA without prior written approval.
- d) RAs may not be employed by the North Side or South Commons 24 Hour Desk due to possible scheduling conflicts.
- e) RAs may NOT hold executive positions within their respective residence hall council or the Residence Hall Association (RHA) as President and/or Executive Vice-President. This also includes executive positions in other major organizations that include, but are not limited to, Fish Camp, Singing Cadets, and MSC. Prior review and approval from direct supervisor should be given for those interested in holding major executive positions in student organizations.

VI. Preferred Qualifications

- a) Prefer second year student at the time of employment
- b) Prefer at least one semester of residence hall living experience
- c) Experience working with individuals and groups in a residential setting
- d) Must be available for a full academic year (Exceptions may be requested by returning RAs – see Staff Manual. Note: If an RA is approved to work one semester less than a full academic year, the RA is still bound by their Housing Contract.)

VII. Responsibilities

- a) **Be a Leader of Character-** RAs should conduct themselves in a manner that positively reflects upon the University, department, and themselves at all times. Serve as a positive role model for students both on and off campus. Display a positive attitude about the RA position and support the Department of Residence Life in its philosophy and policies. Refer students to University Departments/resources. Serve as a liaison between students, the Department of Residence Life, and campus constituents. Maintain confidentiality of residents' records and other sensitive information in accordance with state/federal law and Department and/or University policies.

- b) **Build Positive Relationships-** Develop a personable relationship with residents. Be a visible presence in your community. Be available to residents. Establish a professional working relationship with supervisors, other RAs, building custodial and maintenance staff, and University staff members. Help mediate roommate and suitemate conflicts. Support members in organizations such as Residence Hall Association (RHA), Hall Council, ERASE, and the Residence Hall Staff Council. Facilitate floor meetings with residents at least twice per semester.
- c) **Develop Communities of Respect-** Create and maintain an environment conducive to academic success. Serve as a role model by demonstrating and facilitating an appreciation for differences among residents. Be aware of particular concerns and needs of the student population. Create and maintain educational and relevant bulletin boards. Develop and execute educational programs aligned with the Department's programming model. Complete necessary event planning processes including but not limited to event planning forms and event evaluation forms.
- d) **Focus on the Living Learning Program (LLP), where applicable-** Promote and facilitate goals and objectives of the Living Learning Program (LLP). These responsibilities include working with additional staff associated with the LLP, Incorporating the theme of the LLP into as many creative avenues as possible to promote cohesion and focus on the specified LLP, and participating when possible and/or required by supervisor in LLP specific events.
- e) **Uphold Community Standards-** Understand and articulate the rationale for policies and expectations regarding conduct in our communities. Enforce policies in a consistent, timely manner. Provide regular floor/community updates to supervisor and consult with supervisor on community issues, while using the DRL Incident Notification Matrix. Share responsibility for supervising the hall on a rotating nightly and weekend basis through a daily duty schedule and according to the duty procedures as outlined in the Staff Manual and by the CD/GHD. RAs may be required to work during recognized university holidays and/or break periods.
- f) **Effectively Manage Risk-** Assist in the crisis/emergency response process to the extent that it is safe to do so or until released by a supervisor. Work with students to promote security awareness to include personal safety both inside and outside residence halls. Be aware of the physical condition of the community facilities, submit work orders as needed and report any damages and/or safety/security issues to the appropriate staff member. Be familiar with emergency procedures so situations are handled quickly and efficiently.
- g) **Perform Administrative Duties-** Exercise good time management skills to successfully balance the RA position with other responsibilities. Understand and practice appropriate key and access card control practices as outlined in the Staff Manual and training. Complete assignments thoroughly and accurately by the designated deadline. Attend and participate in weekly staff meetings, ongoing trainings, and regularly scheduled one on one meetings with your supervisor. **Complete all training sessions by the appointed deadline.** Assist with opening/closing of the halls and check-in/checkout. Respond to all job related email and/or telephone communications within 24 hours, unless on approved leave. Submit information, reports, logs, and other paperwork as instructed. Perform other tasks as necessary or assigned.

VIII. 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.

- a) **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.
- b) **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.
- c) **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.

- d) **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.
- e) **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.

RA Print Name

RA Signature

Date

Supervisor Signature