SENIOR RESIDENT ADVISOR – POSITION DESCRIPTION

I. Position Description Overview
A Senior Resident Advisor (SRA) is a staff member of the Department of Residence Life and the Division of Student Affairs. The position requires leadership skills, good judgment, energy, commitment, self-discipline, knowledge of campus resources, and sensitivity to cultural differences. The person selected will be an integral part of the Department of Residence Life by being a positive role model and promoting positive activities and traditions in which to involve hall residents. The SRA assists the Community Director and works collaboratively with the Hall Staff, Hall Council, and the residents to develop a strong, positive, respectful community in the hall.

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

III. Terms of Employment
a. SRA must be full-time students as defined by Texas A&M University.
b. SRA may not carry an academic course load of more than 16 credit hours per semester without prior approval.
c. SRA must be in good standing with Texas A&M University and the appropriate academic college.
d. SRA must live on campus in assigned room during the time of employment.
e. A Resident Advisor must have completed one full academic year of employment as a Resident Advisor in order to be eligible for the SRA selection process.
f. SRA will be required to meet a minimum 2.75 cumulative grade point ratio and a 2.75 semester grade point ratio at the time of applying and throughout their term of employment.
g. Initial appointment for SRA 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 available SRA openings, budget, specific community needs and the strengths and skills of the individual staff members. Additionally, each SRA is required to go through the SRA rehire process in order to be considered for continued employment.
h. Only an SRA in good standing, who has completed one semester of experience, may be employed outside the DRL, up to 10 hours per week, with prior written approval of their supervisor. SRAs having a cumulative GPR of 3.0 or greater may work a maximum of 15 hours per week of outside employment with prior written approval.
i. SRAs may not student teach or co-op while working as an SRA.
j. SRAs 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 SRA position, for any reason, during the time of the Housing Contract will not release a SRA 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 SRA position does not release an SRA from his/her Housing Contract. In the event of resignation or termination, the SRA will be required to move from the designated SRA room assignment to another available space on campus within 48 hours of the resignation or termination.

l. SRAs are expected to abide by and enforce all published TAMU Student Rules, all departmental policies and procedures and the Aggie Honor Code.

m. SRA staff must participate in all scheduled staff training sessions.

n. Persons hired must provide proof of identity and employment eligibility and pass a background check.

o. The SRA is responsible for approximately up to 70 residents on his/her floor, depending upon hall assignment

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.

q. SRAs report to a Community Director.

IV. Preferred Qualifications
   a. Prefer second year RA at the time of employment
   b. Experience working with individuals and groups in a residential setting
   c. Must be available for a full academic year (Exceptions may be requested by returning SRAs – see Staff Manual available at http://reslife-intranet.tamu.edu/publications/raManual.doc) Note: If an SRA is approved to work one semester less than a full academic year, he/she is still bound by his/her Housing Contract.)

V. Terms of Remuneration
The SRA 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 SRA 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 SRA 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.

SRAs are responsible for the payment of room rent.
This offer is not a guarantee of employment for any specified length of time by either party. While it is the Department’s hope that the SRA will complete a full academic year, employment will be “at-will,” which means that either the SRA or the university can terminate employment at any time for any reason, with or without cause.

VI. Outside Employment and Extracurricular Activities
The SRA is encouraged to participate in campus and community activities; however, no commitment should interfere with the responsibilities of being a student in good standing with Texas A&M University. Due to the SRA position time commitment, it is important to have good time management and prioritizing skills in order to balance the role of successful student and employee. Outside employment and extracurricular activities should be reviewed with your supervisor on a regular basis. If conflicts arise between the SRA position and other employment/activities and job performance deficiencies are noted by the supervisor, the SRA may be required to make adjustments in his/her schedule in order to correct the deficiency.

a. SRAs may not be employed at the Commons Front Desk due to possible scheduling conflicts.
b. SRAs may NOT hold executive positions within their respective residence hall council, an outside residence hall council, or the Residence Hall Association, as President and/or Executive Vice-President in the MSC, or as President and/or Vice-President in the Student Government. RAs may hold Senate positions.
c. During RA Fall and Spring Training, SRAs are expected to participate in the entire training schedule. Fall training begins seven to eight days prior to residence hall opening weekend whereas SRAs must return for Spring training approximately one week or more before the start of classes. If there are activities/organizations that have events that conflict with training, you are expected to attend RA training.

VII. Responsibilities

a. Be a Leader of Character
   As a student employee in the Department of Residence Life, the SRA represents the Department as well as the Texas A&M University and are expected to conduct himself/herself in a manner that positively reflects upon the University, department and themselves at all times including the following:
   i. Serve as a positive role model for students both on and off campus.
   ii. Strive to make a positive difference in the lives of residents.
   iii. The SRA needs to be knowledgeable about, willing to enforce, and personally abide by Texas A&M University Student Rules and the Residence Hall Handbook.
   iv. The SRA may not be in the presence of any students who are violating policies (even if the SRA is not “participating” in prohibited behavior, as this bystander behavior is considered “Complicity”).
   v. Display a positive attitude about the SRA position and support the Department of Residence Life in its philosophy and policies located in the Residence Hall Handbook.
   vi. Be familiar with and able to utilize University referral sources in order to assist residents.
   vii. Be a communications link between students and the Department of Residence Life.
   viii. Maintain confidentiality of residents’ records and other sensitive information.

b. Build Positive Relationships
   i. Know each of your residents’ names and develop a personable relationship with them.
   ii. Be a visible presence in your community. Be available most evenings and weekends.
   iii. Demonstrate a willingness to engage your peers on multiple levels.
   iv. Help mediate roommate and suitemate conflicts.
   v. Establish a professional working relationship with supervisors, other staff members, and members in organizations such as Residence Hall Association, Residence Hall Council, ERASE (Encouraging Respect Acceptance and Support through Education), and the Residence Hall Staff Council.
   vi. Facilitate floor meetings with residents at least twice per semester.
vii. Support the custodial staff members who work in your community.

viii. Give and receive feedback in a professional manner.

c. Develop Communities of Respect

i. In support of our Community Living Creed, the SRA will incorporate the following into his/her work:
   - Education - by ensuring that teaching and learning take place beyond the classroom
   - Openness - so that ideas and thoughts can be discussed freely
   - Respect - to ensure that individuality is honored so diversity can be pursued
   - Responsibility - so community members accept obligations to the community and are also held accountable for their actions
   - Caring - to ensure that the individual’s wellbeing is supported and that community service is encouraged
   - Involvement - so that the individuals have a voice in decisions concerning their community
   - Ownership - to ensure that all individuals care for their Residence Hall Community
   - Celebration - so that Texas A&M University history and culture is promoted and Residence Hall and University traditions are shared

ii. Create and maintain an environment conducive to academic success

iii. Role model and facilitate an appreciation for differences among residents through job responsibilities, personal interactions, and programming efforts.

iv. Be committed to creating an educational community of respect, support and opportunities for celebration for all individuals regardless of ability, religious affiliation, socio-economic status, ethnicity, nationality, sexual orientation, age, gender, race or cultural identity.

v. Be aware of particular concerns and needs of the student population (for example: freshmen, transfer, international, disabled, first generation or underrepresented populations of students)

vi. Create and maintain educational and relevant bulletin boards.

vii. Complete all community development requirements as outlined in the Staff Manual, RA Training, and in consultation with direct supervisor.

viii. Complete necessary event planning processes including but not limited to event planning forms.

ix. Support Hall Council functions and programming efforts.

d. Uphold Community Standards

i. Understand and articulate the rationale for policies and expectations regarding conduct in our communities.

ii. Confront and document inappropriate behavior and enforce policies in a consistent, timely manner.

iii. Consult with your supervisor on community issues, and use the DRL Incident Notification process when needed.

iv. Be aware of community happenings and communicate them regularly to your supervisor.

v. Work with your supervisor to hold students accountable for excessive cleaning, damages and vandalism.

vi. Perform regular building walk-throughs of the community. Note: This includes maneuvering up and down four flights of stairs or more at least once per day.

e. Effectively Manage Risk

i. During a crisis or emergency in the building, SRAs are expected to notify emergency responders and use the Incident Notification Matrix to inform a supervisor. SRAs assists in the crisis/emergency response process to the extent that it is safe to do so or until released by a supervisor.

ii. Work with the students to promote security awareness to include personal safety both inside and outside the residence halls.
iii. Be aware of the physical condition of the community facilities, reporting any damages and/or safety/security issues.

f. Perform Administrative Duties
   i. Exercise good time management skills to successfully balance the SRA position with academic and personal responsibilities.
   ii. Understand and practice appropriate key and access card control practices as outlined in the Staff Manual and training, including, but not limited to, appropriate use of all room, office, and master keys and access cards. Staff will be held personally and financially responsible for misuse of keys/access cards.
   iii. Be familiar with emergency procedures so situations are handled quickly and efficiently.
   iv. All assignments should be thoroughly completed, accurate and submitted by the designated deadline.
   v. Attend and participate in weekly staff meetings and ongoing training.
   vi. Attend regularly scheduled one on one meetings with your supervisor to discuss community issues, staff development areas, problem solving, and performance feedback.
   vii. Complete all online training sessions by the appointed deadline.
   viii. Assist with opening/closing of the halls and check-in/checkout procedures.
   ix. Submit maintenance work orders and provide follow-up as needed.
   x. Respond to all job related email and/or telephone communications within 24 hours, unless on approved leave. All work related email correspondence will be sent to tamu.edu accounts.
   xi. Check your mailbox in the hall office daily.
   xii. Read and be responsible for all the information contained in the RA Staff Manual.
   xiii. Submit information, reports, logs and other paperwork as instructed.
   xiv. Perform other tasks as necessary or assigned.

g. Additional Responsibilities, specific to the SRA position
   Under the direct supervision of the Community Director and the general supervision of the Coordinator, the SRA will be responsible for the following:
   i. Attend all designated SRA training sessions.
   ii. Serve as a student Advisor to Hall Council if so designated by the Community Director
      1. Attend Hall Council meetings.
      2. Work closely with Hall Council leadership as well as members to reflect the Residence Education mission and values in the organization.
      3. Serve as a liaison between the Hall Council and the larger residential community.
   iii. Assist with residence hall community development
      1. Work with hall RA staff to promote, develop, and implement community development requirements as stated in the Community Development Model and Residential Curriculum.
      2. Assist with the coordination of community programs/university events and corresponding paperwork and tracking of required forms.
      3. Work with Hall Councils and residents to promote, develop, and implement programs each semester in any of the following areas: community development, academic success, social justice, and diversity issues.
      4. Assist new residents in making a positive transition to Texas A&M by promoting positive group identity development and a sense of belonging to the hall and the University.
      5. Enhance residents’ understanding of Texas A&M University and the Department of Residence Life.
      6. Assist residents with the establishment of a strong set of academic and personal goals based upon self-discipline and life balance.
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.

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.

Please print your name, sign and date below to indicate that you have received a copy of your position description:

_________________________  ____________________________
Employee Name  Employee Signature

_________________________  ____________________________
Date  Supervisor Signature