



# Framingham State University

## Residence Life & Housing

### Resident Assistant Job Description – 2023-2024

#### A. Overview & Qualifications

The Resident Assistant (RA) position is a one-year, on campus leadership opportunity. RAs encourage and support resident students in their academic, social and personal growth while working to facilitate a safe, caring, and inclusive learning community. RAs assist professional staff in management of the hall including responsibilities to inspect, monitor, and evaluate persons and property to enhance residence hall safety and security. Specifically, the roles of the RA include: facilitating community development, providing support and serving as a referral agent/information provider, creating student engagement/programming opportunities, administrator, policy enforcer, mentor, and serving as a positive academic and social role model.

The RA is a member of the Residence Life staff and is directly supervised by the Area/Residence Director (A/RD).

Candidates and RAs Minimum Qualifications:

1. Be a current full-time matriculated student at Framingham State University.
2. Have a minimum overall GPA of 2.3 at time of appointment and 30 calendar days prior to the start of Fall training and 14 calendar days prior to the start of duties when starting the position at any other time of year. Achieve at least a 2.3 GPA each semester and maintain an overall GPA at this level.
3. Be in good financial standing with the University during employment period.
4. Be in good social standing with the University prior to and during employment period (cannot be on disciplinary probation).
5. Be able to fulfill a full academic year appointment.
6. Have completed two full-time semesters of college by start date.
7. Able to serve as positive role model on and away from campus.
8. Work to provide support and establish and maintain a positive rapport with a diverse group of residents. Demonstrating a willingness to learn and grow when interacting with students different than themselves.
9. Have previous experience living in a traditional college residence hall for three (3) or more months. Experience does not need to be at FSU.
10. Be able to conduct rounds and to respond to specific locations to assess, inspect, monitor, and report emergency situations.
11. RAs must be able to:
  - a. Move furniture, supplies and/or equipment,
  - b. Operate keys and door hardware
  - c. Use and operate duty phones and computer systems
12. Satisfactory review and completion of criminal background check (CORI/SORI).

13. Able to work late nights and weekends.

## B. Employment Period and Time Commitments

RAs are appointed to the position for one full academic year (consecutive Fall and Spring semesters). The employment period includes all designated training periods prior to residence hall openings as well as designated closing periods at vacations and following final exams. RAs are expected to:

- Attend and actively participate in all RA Training sessions, Staff Development programs, and other meetings as assigned, remote or in-person. This includes Fall training, (approximately three weeks prior to new students moving in for the Fall semester) and Winter training (approximately one week prior to the beginning of Spring semester).
- Be widely available and accessible to students when not in class or academic assignment (e.g. internship, etc.) and encourage residents to seek help when needed. Availability includes days and evenings on weekends as well as weekdays, both in person and remotely.
- Outside commitments, including employment, clubs and organizations, any major offices or positions, and athletics are subject to approval of the A/RD and the Associate Dean of Students, Student Life. RAs may not hold other jobs on campus during the academic year with the exception of the SDA position, unless otherwise approved under the University's student employment policies.
- Be present and available to work all residence hall opening and closing duties as directed.
- Plan a schedule which emphasizes academic work first, RA responsibilities second, and social/other interests third.
- Participate in weekly staff meetings and individual meetings with the R/AD.
- Time away from campus is subject to R/AD approval and must be requested in advance.
- RA duties typically require a commitment of 20-30 hours per week, but may vary around opening, closing, special events or during response to emergency situations.

## C. Duties and Responsibilities

Duties and responsibilities include, but are not limited to:

### Student Support Resource and Referral Agent

- Has thorough knowledge about campus support services.
- Effectively communicates and reports student issues and concerns to appropriate members of the professional staff in a timely manner.
- Keeps the A/RD informed of potential problem situations and emergencies in a prompt and timely manner.
- Contacts and informs the A/RD on Duty (A/RDOD) of problem situations and emergencies when the A/RD of the hall is unable to be reached.
- Treats information with extreme sensitivity, while understanding that information must be shared with the properly designated administrator(s), including health information. While the RA can assure a student that information will be treated with great sensitivity, no RA can guarantee confidentiality to students.
- Coordinates referrals in a timely manner to the A/RD, the A/RDOD, or to others as appropriate and/or directed.

- Serves as a Campus Security Authority (CSA) in accordance with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act.

#### Student Engagement, Community Building & Programming

- Has thorough knowledge about campus engagement opportunities.
- Responsible for provision of at least six (6) quality programs, consistent with departmental programming guidelines, each semester.
- Develops a positive relationship with residents who live on the floor, and make significant quality contact with each resident no less than once per week.
- Documents regular resident interaction as directed.
- Spends quality time in the hall and is generally available, including weekdays and weekends, daytime and evenings.
- Supports academic success and a positive learning environment.
- Supports diversity, equity, and inclusive excellence in the community.
- Encourages residents to participate in University and community events and keep floor members informed through periodic floor meetings, postings on bulletin boards and meetings.
- Creates and maintains bulletin boards as directed.
- Obtains, delivers, and/or sets up programming materials and spaces.

#### Administrative

- Inspects and monitors for safety, proper function, and compliance with policies in all areas of the residence hall facility including floors, laundry rooms, entry areas, emergency exits, stairways, and lounges.
- Prepares for and works at all hall openings and closings.
- Works/supports (a) the Room Selection Process and (b) RA Selection Process (c) Accepted Student Day and/or other campus events as assigned.
- Assists with residence hall room and lounge set up by arranging furnishings.
- Makes immediate direct contact with A/RD or A/RLOD anytime FSUPD or emergency personnel respond to an incident in the residence hall.
- Serves on Residence Life committees/workgroups as directed by their A/RD.
- Assists with Health & Safety inspections at the direction of the A/RD.
- Demonstrates thorough knowledge of, and ability to communicate, interpret, enforce, follow, and/or act on the rules, regulations, protocols, standard operating procedures and information and policies contained in the RA Manual, the Guide to Residence Living, RAM Student Handbook, the Security Desk Attendant Manual, and information given during pertinent training sessions, staff meetings, and other departmental communication.
- Works four (4) hours of security desk shifts in their assigned hall. These hours should not conflict with on-duty responsibilities (holding permanent hours from 8 p.m. to 8 a.m. is prohibited). Additional hourly compensation at current Security Desk Attendant rate of pay will be provided for these four (4) hours of work per week.
- RAs are responsible for a master/sub master key, staff issued keys, and following all key control protocol. Ensure that the master/sub master key is not carried outside the building. RAs are responsible for locksmith costs incurred for loss or mishandling of keys. All keys must be returned when employment ends.

- Ensure that telephones/telephone lines issued to RAs are used properly, cared for, and that professional and appropriate voicemail greetings are in place. RAs must be able to be reached via room phone in emergency situations. RAs are expected to check messages daily, and to respond to telephone calls. RAs are also expected to check the RA mailboxes
- RAs are expected to check school email account daily and respond as necessary.
- Write and submit incident reports immediately after an incident in accordance with departmental policy.
- Delivers materials to residents as directed.
- Shares responsibilities as a member of the team.
- Supports the policies and protocols of the University and department in word, action, and spirit.

#### Duty Related

- Provides “on call” duty coverage in hall as assigned by the AD or designee, minimally from 7:45 p.m. - 6:00 a.m., and as otherwise assigned. This requires the RA to be present and available in the residence hall(s).
- Holds duty phone for response to hall issues on weekends and days when classes are not in session. This requires the RA to be present on campus and available to respond in a reasonable time if contacted.
- Complete required paperwork including daily duty logs submitted to building A/RD and A/RDOD, and other paperwork as directed.
- Inspects and monitors the residence hall environment as directed.
- Confronts, solves, and reports policy violations as directed.
- Assumes added responsibilities such as emergency desk coverage, additional duty, and assistance with hall incidents as necessary or directed.
- Reports to scheduled duty shift wearing staff shirt, name badge, and in possession of student identification card and other materials as directed.
- Contacts and consults with the A/RD or A/RDOD with problems beyond the scope of the RA’s training and responsibility.

#### Role Modeling and General Demeanor

- Acts as a positive academic and social role model.
- Acts as a positive representative of the University and Residence Life staff at all times. This includes attending classes regularly, utilizing academic support services when experiencing academic concerns, modeling good emotional management and self-care, abiding by University and residence hall policies and protocols in action and spirit.
- Supports and abides by all rules and policies of the department and University.
- Establishes and maintains harmonious relationships with residents and staff.
- Behaves in an ethical manner, including exhibits personal integrity and routinely treating others with respect.

#### Other

- Have a consistent form of technology accessible for 24/7 communication (cell phone, tablet and/or computer.) Staff who experience any difficulties with meeting this expectation should communicate with their supervisor promptly.

- Other related duties as may be deemed appropriate and assigned by the Residence/Area Directors, Associate Director of Residence Life and/or Associate Dean of Students, Student Life, and/or designee.

#### **D. Compensation**

The RA position includes a stipend that is paid on a pro-rated basis for weeks worked. RAs receive a single occupancy room at a standard room rate, parking benefits, and use of a MicroFridge unit. RAs must pay all room and board charges.