

Resident Assistant Position Description

GENERAL STATEMENT OF DUTIES

Resident Assistants (RAs) are live-in, part-time, student staff members in residence halls. Resident Assistants play an important role in Residential Life and are a vital resource for many members of the campus community. Primary responsibilities of the position are community development and student learning initiatives, incident response, on-duty coverage, role modeling and leadership, and administrative and staff functions.

SUPERVISION RECEIVED

RAs report to and work closely with Residence Directors and Assistant Residence Directors who have primary hiring and supervision responsibility.

CONTRACT PERIOD FOR RESIDENT ASSISTANTS

The Resident Assistant term of appointment is one full academic year (consecutive Fall and Spring semesters). The contract period includes all pre-semester training periods. All RA staff are required to be in-residence and to participate fully in all training and operational activities which commence prior to the opening of the residence halls for both fall and spring semesters. RAs are expected to remain in residence until halls close at Thanksgiving Break, Winter Break, Spring Break and May Commencement. All RAs are expected to leave the residence halls for break periods unless selected to serve as a Break Housing or Summer RA. RAs will receive compensation as outlined in the RA Collective Bargaining Agreement.

CONTRACT PERIOD FOR BREAK HOUSING RESIDENT ASSISTANTS

Break Housing RAs will reside in Break Housing halls. The term of employment for a break housing RA is one full academic year (consecutive Fall and Spring Semesters, including the Thanksgiving, Winter and Spring Break periods). The contract period includes the August pre-semester training period. Break Housing RAs are accountable to requirements and position responsibilities in this position description. Break Housing RAs will receive compensation as outlined in the RA Collective Bargaining Agreement.

CONTRACT PERIOD FOR SUMMER SESSION RESIDENT ASSISTANTS

Summer Session RAs will be selected through a Residence Education selection process. RAs in Summer Session Housing are accountable to requirements and position responsibilities in this position description. The contract dates for Summer Resident Assistants will be announced when positions are announced. RAs for Summer Session will receive compensation as outlined in the RA Collective Bargaining Agreement.

QUALIFICATIONS

- Resident Assistants must be University undergraduate students enrolled in degree granting programs with at least six credits.
- RAs must resolve any academic or financial issues resulting in withdrawal from the University at least two weeks prior to the commencement of the RA position and one week prior to the RA spring semester training date.
- A minimum cumulative GPA of 2.5 is required at time of hire and 30 calendar days prior to the commencement of fall training and 14 calendar days prior to the commencement of duties when starting the position at any other time during the year. If the RA does not meet minimum GPA requirements by these deadlines, their employment offer for that academic year will be rescinded. Between fall and spring semesters, any cumulative GPA that falls below a 2.5 will be reviewed and Residential Life will make a determination related to that RA's ability to continue in the position for the spring semester.
- Resident Assistants must be free of current student conduct sanctions and have resolved any pending conduct charges 14 calendar days prior to the commencement of RA duties in August or 7 calendar days prior to the commencement of duties when starting the position at any other time during the year. Each semester, Residential Life will review all Resident Assistant conduct histories.
- Resident Assistants must have successfully completed (pass) EDUC391R: Community of

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Residential Educators in order to be eligible to be selected for the position.

- Resident Assistants must have lived in a residence hall at the University of Massachusetts Amherst for at least one full semester at the time of hire. In addition, Resident Assistants must be eligible to reside in a residence hall at the University of Massachusetts Amherst.
- Resident Assistants must be eligible to work at the University of Massachusetts Amherst.

Resident Assistants must be able to perform the following physical requirements:

- Visually assess the community, surroundings and situations that occur spontaneously and respond appropriately
- Verbally communicate with residents and supervisors in casual and crisis interactions
- Operate elevators
- Use and operate keys, duty phones and computer systems
- Access and reach situations where they occur (i.e. inside student rooms, bathrooms, hallways, stairwells, elevators and hall lobbies)

PERFORMANCE MANAGEMENT

Supervisors will meet the RAs initially on an individual and/or a staff basis to review the position description, establish goals, and outline expectations for the year. RD/ARDs will meet regularly with each RA to assess progress and performance. Annually, a formal performance evaluation is completed for each Resident Assistant. The performance evaluation incorporates feedback from residents. At the end of the spring semester, an end-of-year summary evaluation is completed and focuses on the RAs strengths and areas of growth.

POSITION RESPONSIBILITIES

I. Community Building and Student Learning Initiatives

- A. Facilitate student learning in the residence halls by implementing and reporting initiatives as outlined in the Residential Curriculum for the community. Residential Curriculum initiatives include the following:
 - Individual Interactions (one on one purposeful interactions with each member of the community)
 - Self-Guided Learning Initiatives such as bulletin boards, newsletters, social media posts
 - Floor Experiences such as team builders, floor meetings, roommate agreements, events
 - Hall/Cluster Events and Programs
 - Living Learning Community Initiatives
- C. Get to know every resident who is a part of the floor community; know every students' name within the first two weeks of the semester.
- D. Be available and approachable to residents in the community, particularly during the evening hours when residents are most likely to be in the residence hall.
- E. Serve as a positive role model for residents by demonstrating academic engagement and responsible and inclusive community behavior.
- F. Support and encourage student participation in University and Residential Life initiatives such as Fall New Students Orientation, First Week, Homecoming, Campus Recreation, diversity initiatives, and Residence Hall Association events.
- G. Communicate information about the University, Residential Life and the hall community to residents through one-on-one interactions, posted messages, bulletin boards, and floor meetings. Refer residents to campus resources that will support the student and academic success.
- H. Resident Assistants may have the opportunity to work with a Living Learning Community such as

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the Commonwealth Honors College Residential Community, a Defined Residential Community, a Residential First Year Experience Community, Thatcher Language and Cultures Program, or Transfer Student Community.

II. Incident Response

- A. Educate residents about UMatter at UMass, Active Bystandership, the Code of Student Conduct and Residence Hall Community Standards.
- B. Abide by and enforce university and residence hall policies that govern student conduct; document violations of policy and report through on-call staff when necessary. Follow outlined Residential Life reporting protocols.
- C. Respond to a range of incidents that occur in the community including community issues, student concerns, and facilities issues. Responding includes identifying the issue or concern, documenting issue or concern, providing relevant resources to residents, and reporting to supervisor or on-call staff.
- D. Respond appropriately to residence hall issues and concerns, but in no instance respond in a manner which would escalate a situation in a manner that could endanger the RA or resident.

III. Residence Hall On-Duty Coverage

- A. Serve as RA on-duty in the hall/cluster community.
 - Each cluster is staffed by a Resident Assistant from 7 p.m. until 7 a.m. the following morning Sunday through Wednesday and 8 p.m. until 7 a.m. Thursday through Saturday. The RA on duty must remain in the cluster during the on-duty shift, and must be available by telephone (room, personal cell or university cell). Residence Education will determine the number of RAs on duty for each shift.
 - Staff members on duty are required to be visible in their assigned residence hall community from 7:00 p.m. to 11:00 p.m. Sunday through Wednesday, from 8 p.m. to midnight on Thursday, and from 8 p.m. to 2 a.m. Friday and Saturday. During visibility time, RAs are available and interacting with residents. Staff members are required to make community rounds through their Cluster. The Residence Director will specify procedures for community rounds.
- B. The Primary RA is on duty is responsible for carrying the university issued cell phone for the cluster during duty hours and responding to any phone calls. On weekends, the RD on-call will call the university issued cell phone at the start of the duty shift (around 8pm). On weeknights, the RA on-duty will text the RD on-call to check-in at 7pm.
- C. Communicate any duty changes (by mutual arrangement between RAs) to supervisor.

IV: Training, Staff and Administrative Functions:

- A. Be in residence on the first day of the contract period each semester to participate in staff training and to fulfill responsibilities related to residence hall move-in. Staff members are expected to participate in all training sessions that occur prior to the start of the semester.
- B. Be in residence until the halls close for Thanksgiving Break, Spring Break, Winter Break, and May Commencement. Fulfill responsibilities related to residence hall move-out.
- C. Participate in and/or complete all RA in-service training programs including training held during staff meetings and on-line trainings.
- D. Participate in Residential Life Search Processes as assigned to recruit and interview Residential Life staff.

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- E. Participate in the Resident Assistant Selection process as assigned to interview Resident Assistant candidates.
- F. Perform ongoing administrative duties such as:
 - Inform floor residents of the room selection process.
 - Assist the A/RD in distribution and collection of room assignment and occupancy information.
 - Perform lock-out service for residents.
- G. Attend staff meetings. Staff meetings will generally be two (2) hours per week, not to exceed two and a half (2.5) hours per week except when unusual circumstances arise that require longer meetings. Cluster staff meeting times will be scheduled around the staff's academic schedule. You may schedule other jobs and activities after your cluster's staff meeting time is established.
- H. Meet with the ARD and/or RD for regular supervision. One-on-one supervisory meetings shall generally last one (1) hour, not to exceed one and a half (1.5) hours except when unusual circumstances arise that require longer meetings.
- I. Be on campus and available for duty during the following time periods:
 - Halloween and the nearest weekend
 - Special Program days (e.g. Homecoming, Southwest Week, Bowl Days, Quad Fest, etc.)
 - Special Community/National events that impact our students (World Series, SuperBowl, Saturday prior to Spring Break, etc.)

V. General:

- A. The RA position is a part-time position. RAs will work on average 20 hours per week during the academic year and 40 hours per week during each of the pre-semester training/residence hall move-in weeks. Over the course of an academic year, the position averages out to 20 hours per week. However, some periods of time will require greater staffing demands (such as move-in, move-out, special activities, significant hall or campus incident, etc.) and staff are expected to be available and respond as required.

An RA may hold a second part-time job or student leadership role, however, the RA position is the primary job and takes precedence over and supersedes any other employment or student leadership position.

The Resident Assistant position is a live-in position, and RAs are expected to sleep in their own room each night. RAs are expected to be in their hall from 1a.m. to 7a.m. on weeknights and 2 a.m. to 7a.m. on weekend nights (exception: prior approval from RD). Staff members are encouraged to get away at least one weekend per month. Time away requests must be submitted to the RD in advance, who will insure that than 50% of the staff are in residence.

- B. As employees of Residential Life, Resident Assistants are expected to abide by Massachusetts State Laws regarding alcohol and controlled substances and all University and residence hall community standards. Violations of Massachusetts State Laws, violations of University Policy regarding alcohol and controlled substances in the residential environment, or the creation of a significant fire, life safety, or security issue within the residence hall environment constitute unacceptable behavior on the part of a Resident Assistant and will likely result in termination from the position.
- C. This position is designated by the University of Massachusetts Amherst as a Title IX Responsible Employee and a Clery Act Campus Security Authority. RAs are expected to fulfill the reporting requirements of these designations.
- D. Residence Director or Assistant Residence Director may expect other related responsibilities and duties.

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I indicate by my signature below my acceptance of the Resident Assistant position and my acceptance of the above position description.

PRINTED NAME

STUDENT ID

SIGNATURE

DATE

CBU Status: UAW 2322 Resident Assistant Unit