

Resident Assistant Job Description

The Wartburg College Residential Life Program is an integral part of the educational program and academic support services of Wartburg College. The mission is to provide a living-learning environment for all residential students, in accordance with the nature and goals of the college. The goals of the residential life program include: providing individual and/or group community development opportunities, offering well-maintained facilities, and offering responsive, efficient, and effective management of services and resources.

Resident Assistants (RAs) are undergraduate members of the Residential Life Staff under contract to the Vice President for Student Life/Dean of Students, who report to and are directly supervised by an Area Coordinator, Assistant Director of Residential Life, and the Director of Residential Life. RAs have the most frequent and direct communication with resident students; therefore, they have an outstanding opportunity to contribute to the development and education of these individuals. They also have the significant responsibility for implementing initiatives and policies through which the goals of Residential Life can be accomplished. It is expected that the RAs will be interested in the welfare of students regardless of their race, gender identity and/or gender expression, ability, political affiliation, veteran status, religion, ancestry, ethnicity, age, or sexual orientation at Wartburg and, consequently, be constructively supportive by actual involvement in the overall Residential Life Program.

To apply, go to the following link:

<https://forms.office.com/r/9fh7HHmMSk>

A. Qualifications for selection:

To be considered for the RA position, applicants must:

1. Be enrolled at Wartburg College as a full-time student.
2. Be in good conduct standing with the College (not currently on disciplinary probation).
3. Have a minimum cumulative grade point average of 2.50 at the time of assuming their duties and is expected to maintain that grade point average throughout the period of employment. If at any time the semester of cumulative grade point averages falls below 2.50, the RA may be granted a probationary period of one semester to achieve a 2.50 GPA. If the cumulative grade point average falls below 2.5 the RA will be terminated.
4. Demonstrate leadership potential as evidenced by previous leadership experiences, recommendations, staff evaluations, and as observed by the selection process.
5. Possess an advanced level of maturity exhibited in sound judgment, emotional stability, flexibility, and willingness to accept responsibility.
6. Show considerable understanding and appreciation of diverse cultures and commitment to equal opportunity and affirmative action.
7. Have strong interpersonal skills through proven ability to interact effectively with others and as observed in the selection process.

B. Responsibilities:

There are different types of tasks an RA completes. For that reason, the responsibilities of the position have been categorized into five areas: administrative, community development, personal development, behavior management, and departmental expectations. These define the expectations and the criteria for evaluation.

Administrative

The smooth operation of residence halls is dependent upon the cooperative efforts of all staff members. RAs are called upon to provide administrative support, which is important to the operation of the hall and assists in maintaining residents' understanding and involvement in community living expectations. An RA is expected to:

1. Report issues and concerns raised by residents to their direct supervisor.
2. Complete all assigned administrative tasks, such as biweekly reports, programming proposals and evaluations, room condition reports, and other paperwork. These reports are to be completed thoroughly, accurately, and in a timely manner.
3. Assist the students and the professional staff members with the proper check-in and check-out procedures, student lockouts, as well as periodic room inspections.
 - a. For lockouts, RAs *must* verify the resident's housing assignment before unlocking a room. RAs should ask to see the student's Wartburg student ID to verify the student's identity and then utilize the directory on info.wartburg.edu to confirm the student's housing assignment.
 - b. Master keys should *not* be used to unlock classrooms, lounges, staff apartments, or for any task other than verified student lockouts, unless otherwise instructed by a professional staff member.
 - c. All other requests for spaces to be unlocked should be directed to Wartburg College Campus Security.
4. Assist students in identifying and promptly reporting facility needs. Communicate facility needs and repairs to the RAs direct supervisor. The online maintenance request system should be utilized via Info Center.
5. Perform hall closing tasks during designated breaks before departing campus.
6. RAs will be expected to be present and work during the following times of the year:
 - a. RA Training – beginning the Monday before first year student move-in
 - b. Move-in and Orientation
 - c. Mensa Labeling for RAs in first year area
 - d. Either Fall break, Thanksgiving Break, Christmas Break, Winter Break, or Tour Week hall closing day
 - e. Winter training which may take place the Saturday and Sunday before the first day of the Winter Term
 - f. RA selection and recruitment processes
 - g. Graduation weekend
 - h. Hall closing for summer
7. Complete other duties as assigned.

Community Development

The goals of community development include creating an environment where residents are comfortable to live, develop personally, and be engaged in the hall community. RAs are responsible for actively assisting the professional staff in accomplishing desirable community building objectives. Specifically, each RA is required to:

1. Learn the name of each student assigned to their floor or area.
2. Learn about each student's personal background, special interests, academic goals, etc.
3. Provide each student numerous opportunities for individual development focused on their various needs. These needs include the emotional, social, physical, cultural, spiritual, and intellectual, etc.

4. Plan and implement community building activities/events for the hall/house with assistance from the professional staff.
5. Spend sufficient time within the floor community to get to know the residents.
 - a. RAs are expected to hold at least five hours per week of in-room time when they are available for residents to drop in, and the schedule for which should be shared with residents and the RAs direct supervisor.
6. Identify potential student leaders and encourage their involvement in community building and campus organizations.
7. Encourage residents to participate and contribute to hall initiatives.
8. Assist in promoting an environment conducive to cross-cultural understanding and academic learning. Educate themselves on issues of racism, sexism, heterosexism, prejudice, and discrimination against targeted groups and challenge residents to understand and appreciate diversity and social justice.
9. Complete other duties as assigned.

Personal Development

RAs have the opportunity to grow in their positions while on the job. While the RA will assume large responsibility for personal development, departmental expectations such as the following will contribute to that growth:

1. Participate in RA training, prior to the halls opening for fall term and winter term. This will require early arrival to campus following the summer vacation and winter holiday break.
2. Participate in all-staff meetings throughout the year.
3. Attend all weekly staff meetings. Offer ideas or contribute to staff development activities.

Please note:

 - a. Unless otherwise stated, staff and all-staff meetings will take place from 9:30pm – 10:30pm on Tuesday evenings.
4. Participate in regularly scheduled one-on-one meetings with their direct supervisor.
5. Participate in monthly mentor meetings with assigned group.
6. Attend any additional meetings deemed necessary by the RA's direct supervisor.
7. Maintain a 2.50 cumulative grade point average. If a student's term grade point falls below a 2.50, the continued employment of the RA will be evaluated.
8. Participate in evaluations completed by the RA's direct supervisor, peers, and residents.
9. Apply for and attend RA conferences as offered by Residential Life.
10. Complete other duties as assigned

RAs are also encouraged to speak with their Area Coordinator or the Assistant Director about other ideas for personal development. Residential Life will attempt to support all developmental opportunities that are relevant to the department and within their resources.

Advising and Behavior Management

RAs are responsible for creating an environment where study, privacy, and personal values and beliefs are respected. RAs are responsible for maintaining consistent policies throughout the residence hall and are an integral part of creating a safe environment for all residents. Another critical part of this role is to offer support to residents and respond to crisis situations as they might occur. RAs will:

1. Assess concerns and attitudes of residents on the floor by talking with residents, reviewing evaluations, and seeking feedback on the needs, interests, and concerns of residents.
2. Know the various services provided by the College and use them effectively. These services/offices include: the Student Success Center, Counseling Services, Campus Ministries, Academic Resource Center, Financial Aid Office, and Noah Health Clinic, etc. RAs should utilize these resources when a situation is beyond their experience and control.
3. Know the policies and procedures outlined in the Student Handbook and the RA Manual.
4. Know the procedures for handling violations of college and residence hall policies and document violations for the student conduct process.
5. Respond to behavioral problems calmly, reasonably, and timely.
6. Reject and appropriately respond to intentional or unintentional behaviors that demonstrate disrespect, intimidation, or threats against a person or group of people. RAs are expected to confront inappropriate behaviors, keeping in mind the values and policies of the College, and informing their direct supervisor when this happens.
7. Consult with their direct supervisor on effective approaches to various behavioral problems.
8. Recognize the importance of making decisions that are consistent with the expectations and procedures of the Student Life Office.
9. Maintain an accurate report of behavioral problems or concerns.
10. Abide by and enforce all policies. This means that under no circumstances should an RA ignore the violation of a policy by a resident nor violate regulations or policies that residents are expected to follow.
11. Maintain confidentiality of information when ethical and appropriate.

Please note:

- a. Resident concerns should be shared with your supervisor only and not discussed with other residents or members of staff.
 - b. The professional staff on-call phone number and any professional staff personal phone numbers you receive should not be shared with residents under any circumstance.
12. Assist and advise new RAs with any questions, concerns or guidance throughout the academic year. The Student Area Coordinator will be responsible for assigning mentor pairings.
 13. Complete other duties as assigned

C. Departmental Expectations

RAs hold a crucial role in establishing the campus culture and representing the Student Life Division. RAs should strive to represent the College and the Residential Life program positively to students, parents, and the general public. We recognize that the RA position requires a significant amount of time. It is recommended that an RA spend a minimum of 10 hours per week interacting with residents. This includes specific duty assignments, weekly staff meetings, in-service training, and appropriate time on their floor. An RA is expected to:

1. Meet regularly with residents to explain and promote an understanding of hall and college policies; to share information; and to discuss issues and concerns.
2. While on-duty in the office, RAs are expected to wear their department nametag and be dressed appropriately to interact with residents, Wartburg Campus Security, and local law enforcement/emergency services.
 - a. Duty areas are divided in the following way:
 - i. Grossmann Hall office: Hebron, Centennial, Vollmer, Grossmann, Lohe, and The Residence
 - ii. Clinton Hall office: Clinton, Founders, Manors, and Knights Village

- b. Duty shifts include office hours and rounds. Office hours are from 8pm until midnight, Sunday – Thursday, and 9pm until 2am on Friday and Saturday. Rounds should start at 8:00pm, 10:00pm, and 12:00am Sunday – Thursday and 9:00pm, 10:00pm, 12:00am, and 2:00am on Friday and Saturday
 - i. Recognizing that incidents may occur during rounds, duty shifts may extend past the 12:00am or 2:00am time period
 - c. Complete regular rounds of the duty area, including checks of all laundry rooms, study lounges, stairwells, elevators, and bathrooms.
3. Post all notices and communication provided in a timely manner.
 4. Maintain the privacy of all residents by sharing information only with the RA's direct supervisor.
 5. Maintain confidentiality of all information provided to the RA about the ir residents.
 6. Use the following line of communication when transmitting constructive criticism of department policies or practices:
 - a. Area Coordinator or Assistant Director of Residential Life, then Director of Residential Life, and then Vice President for Student Life/Dean of Students
 7. RAs strive to help each resident develop as a person, student, and a citizen of the college community. In their multiple roles as friend, advisor, administrator, and community builder, RAs demonstrate respect for the health, safety, welfare, and rights of everyone living in the residence halls.
 8. Build and maintain an inclusive community on the floor in which differences in age, race, convictions, class culture, sexual orientation, gender, and ethnicity are respected, and where diversity is both honored and valued as an opportunity to learn from one another. Wartburg College is an Equal Opportunity Affirmative Action institution.
 9. Set a good example by exhibiting good academic habits and proper personal conduct.

It is expected that the RA will give their hall responsibilities priority over all other extracurricular activities. Therefore, it may be necessary to limit outside involvement in clubs, organizations, and athletic teams so that they will not conflict with residence hall responsibilities. RAs who have additional commitments should discuss these situations with their direct supervisor and Director of Residential Life prior to assuming an RA appointment. This includes commitments such as: student teaching, ETK, Homecoming Chair, International Club President, President or Vice-President of Student Senate, or other paraprofessional positions.

D. Compensation & Time Away

1. RAs may take time away from campus on weekends as arranged in advance with the RA's direct supervisor. One-half of each duty area must be present on campus on a given weekend.
2. RAs will be assigned to their room. Although preferences are taken into consideration, placement is determined at the discretion of the professional staff.
3. Compensation includes a single room at the cost of a double room. RAs receive a room credit that is equal to \$2,000 as well as \$750 stipend paid out in 10 monthly installments throughout the academic year.
4. The RA position is based on a stipend, rather than hours worked per week. Depending on an RA's scheduled duty shifts, programs, and resident concerns, some weeks RAs may work more than 10 hours and other weeks less. It is the RAs responsibility to manage their time efficiently.
5. RAs are allowed to complete 10 additional hours of work study each week outside of the RA role. Off-campus employment should be discussed with the Director of Residential Life, as well as the RA's direct supervisor.

RAs wishing to continue in the position for the next academic year must go through the reapplication process. This process may include filling out an application, submitting supporting documentation such as a cover letter and resume, completing an interview, presenting an assigned topic, or other requirements.

Wartburg College does not discriminate on the basis of race, age, genetics, sex, creed, national origin, religion, sexual orientation, gender identity, or disability in employment, programs, or benefits.