

Resident Assistant (RA) Job Description

General Job Summary:

The Resident Assistant (RA) at University of Colorado Colorado Springs (UCCS) is an undergraduate or graduate student who serves as a member of the Residence Life Staff and reports to the Residence Hall Manager (RHM) or designee. The Assistant Director of Residence Life, who has shared responsibility for all personnel actions in Residence Life and receives supervision from the Director of Residence Life. The RA is responsible for the overall development of a community on a designated floor or area. The RA will assess and meet the needs of residents living in their area through daily interactions and implementation of our learning goals and outcomes as defined in our Residential Curriculum, commonly referred to as Expedition. Expedition is an intentional plan for learning which the RA role is an integral part of implementing our educational priority and associated learning goals and outcomes.

Educational Priority: Community members will be independent citizens exploring healthy, life-enriching opportunities in a supportive and respectful living environment.

- **Individuality:** Developing personal values, life skills, and the autonomy to become authentic individuals within their campus experience and beyond. Residents will explore, identify, and practice what wellness means to them.
- **Belonging:** Fostering a safe and supportive community in which individuals define their role. Residents will learn and respect each other's differences so they may engage in positive relationships and feel valued in their community.
- **Citizenship:** Discovering personal beliefs, strengths, and motivations to evaluate and establish their own ideologies. Residents will actively serve and authentically participate in their communities with integrity.
- **Growth:** Demonstrating the ability to set and assess goals throughout their learning experience. Residents will recognize the benefits of and engage with the campus learning environment to promote their development both in and out of the classroom, beginning their journey as life-long learners.

Minimum Qualifications:

- Be enrolled in at least 6 credits at the University of Colorado Colorado Springs.
- Have and maintain a semester grade point average of 2.5 to retain the position.
- Have been a student at UCCS for at least one semester.
- Successful completion of a background check prior to formal offer of the position.

Preferred Qualifications:

- Have lived in a residential on-campus community for at least two semesters (at any university or college).
- Proven academic performance and successful participation in extra-curricular activities. This includes involvement in UCCS student organizations and clubs.

Knowledge and Skills:

- Knowledge of personal computer software applications (Word, Excel, PowerPoint, etc.) and on-line capabilities (Microsoft Teams, Outlook, Zoom, etc.) is a plus.
- Excellent oral and written communication skills, efficient personal & interpersonal skills, strong time management, establishing healthy working and community relationships, having adaptability & flexibility, and creating an inclusive community.
- Ability to work effectively with ambiguity and in a fluid work situation in an ever evolving and adapting work environment.
- Be familiar with the UCCS environment resources, layout, and be able to assist all students with accessing the student services offered on campus.

Responsibilities:

Community Development

- Implement various learning strategies identified in Expedition on an ongoing basis such as intentional interactions, community builders, passive initiatives, and regular floor/area gatherings.
- Engage in regular one on one conversations with residents surrounding topics identified in lesson plans as outlined in the Expedition curriculum.
- Assist all residents with transition to the University and life on campus.
- In collaboration with other staff members, participate, promote, and provide opportunities for personal/academic growth

and development.

- Work with residents, faculty, and staff to develop an atmosphere that complements the learning experience outside of the classroom.
- Develop and implement social opportunities for residents on your floor in accordance with Expedition. This will also include hosting and/or attending events already planned on campus with your residents.
- Educate residents about personal and community safety.
- Have meaningful interactions with residents and encourage community involvement.
- RAs connect residents to other campus opportunities to promote a positive UCCS experience. RAs also serve as a referral agent to other campus resources such as the Wellness Center, the Academic Commons, tutoring services, Mosaic Center, etc.
- Provide information on residents' rights and responsibilities as it relates to community living.
- Provide opportunities to engage with residents surrounding topics of inclusivity, equity, and cultural identities in order to build a safe and welcoming community.
- Provide information (i.e., bulletin boards, fliers, etc.) and opportunities to engage with residents surrounding topics of diversity, equity, and inclusion (DEI), spanning topics such as diverse identities (LGBTQ+, race, culture, etc.), bias, and other topics as deemed necessary and appropriate.
- RAs work with other hall staff to ensure there are no facility issues on their floor. RAs also complete a Health & Safety check of their floor once per semester with their supervisor present.

Role Model

- Serves as a student leader to all residents within their floor and residential communities.
- RAs are expected to know and abide by all the policies and expectations outlined in the Resident Handbook, the Housing Contract, and the Student Code of Conduct.
- The RA must understand that being a role model is not limited to only the Residence Halls, the RA is always a role model; in class, on campus, at campus events, and off campus.
- RAs will promote leadership opportunities and involvement in campus organizations.
- Role model and mentor incoming staff members throughout the academic year in a positive, inclusive, and educational work environment.
- Responsibly role model inclusivity of and respect for diverse student perspectives and identities.
- Follow the expectations given by the department and/or supervisor.
- Abide by the dress code set forth by Residence Life and Housing while performing any duty related to the RA job functions, which includes but is not limited to: 1:1's, training, all staff meetings, small staff meetings, duty rounds, responding to incidents, community gatherings, programming events, in-services, completing follow-ups, conducting CARES, etc.

Team Member

- RAs must maintain open, detailed, consistent, timely and collaborative communication with other staff, including their supervisor and other Residence Life & Housing staff.
- Communicate with your supervisor(s) and other staff regarding academic, personal, conduct, or other issues as needed and appropriate.
- Serve as a liaison to residents for Residence Life and Housing professional staff.
- Professionally interact and work with a diverse community of RAs, professional staff, and residents.

RA on Duty (RAOD)

- Each RA will have on average, a week duty night (5 pm to 8 am on any weekday from Sunday - Thursday) and a duty weekend (5 pm – 5 pm Friday and Saturday) about once a month, depending on community. Duty entails staying in the RAs assigned community to be always accessible, walking the building to do security checks and responding to any issue, incident, or need in a timely manner. In addition, staff are expected to share duty responsibilities over break periods when the halls remain open (Thanksgiving, Spring Break, Winter Break, Martin Luther King Jr (MLK) weekend, Easter, etc.).
- RAs in Alpine Village Apartments are required to work on-call shifts throughout winter break.
- During emergency campus closures and delayed opening the RAOD will be expected to remain on duty until the University opens. If the university closes early the RAOD will be expected to begin duty earlier.
- Promote and follow all emergency procedures as stipulated in training, staff meetings, etc. While on duty the RAOD may assist with residential lock outs, respond to behavioral issues, mental health crisis, and assist residents with emergency situations, which can include certain situations involving UCCS police.
- Maintain presence in assigned residential areas while on-duty/on-call by performing rounds at specified intervals throughout the village, this includes walking and/or standing for substantial periods of time.
- RAs are attentive to resident safety and ensure residents follow the policies outlined in the Student Code of Conduct and Resident Handbook to maintain a safe and comfortable environment. RAs educate residents on their actions and document any policy violations with an incident report through StarRez.

- Know and abide by duty protocol/contact procedures (professional staff and police) when confronting residents who violate community standards, university policy or state and federal laws, in an objective and unbiased manner.
- Provide oversight for general maintenance needs and report them to Residence Life and Housing (inform PSOC (Professional Staff on Call) and submit a work order.
- Submit a nightly RA duty report when serving as the RAOD.

Administrative

- Attend and be on time for all weekly one-to-two-hour staff meetings and monthly designated all staff meetings.
- Attend one-on-one meetings with Residence Hall Manager on a reoccurring basis.
- Complete and log all requirements related to Expedition (i.e., cairns, community gatherings, etc.)
- Complete RAOD routine reports (i.e., weekly reports, occupancy reports etc.) as assigned.
- Assist with check-ins and check-outs as required.
- Deliver urgent communications during assigned duty/on call hours.
- Create, post, and maintain 2 or more bulletin boards a month.
- Create and post resident door decs once a semester and as new residents move into the community.
- Write incident reports for policy violations, emergency situations/crisis, etc.
- Pick up fliers daily from the RA work room located in Monarch and/or La Plata.
- Other duties as assigned to ensure Residence Life and Housing operate effectively and efficiently.

General Position Requirements:

Training

- Training is mandatory. Exemptions must be approved by the Assistant Director of Residence Life at least three weeks prior to training. Training hours vary from 8am until 10pm every day and can include weekends. Training occurs in January “spring” training and August “fall” training.
- RAs who want to take winter interim classes should take courses that do not conflict with training, unless it is a class needed for graduation.
- RAs must participate in mandatory CSA (Campus Security Authority) and other mandatory reporter training.
- RAs are expected to attend a minimum of 2 in-service trainings offered throughout the academic year. The required number will be announced during the fall semester for the academic year.

CSA/Mandatory Reporting

- Due to responsibilities of this position, **RAs are considered a “Campus Security Authority” for the university. As such, you shall immediately report any crimes that they are made aware of to the UCCS Police.**
- CSA training is required.
- All Resident Assistants are considered to be “responsible employees” under the CU Sexual Misconduct Policy and the UCCS Discrimination and Harassment Policy. As “responsible employee,” if an RA witnesses or receives information regarding any possible sexual misconduct (including sexual assault, intimate partner abuse, sexual harassment, sexual exploitation or related retaliation) or possible protected class discrimination or harassment involving someone affiliated with UCCS, that RA is required to promptly report to the Title IX Coordinator within the Office of Institutional Equity (or designee) all known details about the alleged misconduct, including: (1) Name of the alleged victim; (2) Name of alleged perpetrator; (3) Name of any alleged witnesses; and (4) Any other relevant facts, including the date, time and specific location of the alleged incident. This reporting requirement is very broad and applies even to information received by an RA outside of his or her scope of employment. RAs will receive further instruction and information on protocols during training regarding reporting.

Involvement

- Outside activities and/or off campus jobs must be limited to 10 hours per week for first year RAs, or 15 hours per week for returning RAs. These are defined as any time commitments that occur outside of scheduled classes. These activities must be adjusted so that they will not conflict with RA responsibilities, including, but not limited to the scheduling of duty nights, staff meetings, training sessions, and certain programmatic responsibilities.
- RAs are to spend majority of time on campus and sleeping in their assigned room. RAs can request leave through their supervisor(s).
- RA responsibilities are a priority over all extra-curricular activities. Any academic, extra-curricular or employment commitments above these levels must be discussed with the Residence Hall Manager or designee prior to assuming and remaining in the RA position.
- No exemptions will be granted for first year RAs during their first semester of employment.
- RAs are not permitted to be peer mentors or RHA executives due to the conflict of interest but are encouraged to participate in either club.

Academic

- Maintain a 2.5 Semester GPA to retain the position
- Must maintain full time status (6 credit hours) during employment and consult the Residence Hall Manager or designee prior to going below full-time status.
- Obtain permission from the Residence Hall Manager or designee to take above 18 credit hours per semester.
- If the previous semester GPA falls below a 2.5, the RA may be on a probationary period at the discretion of the Residence Life and Housing staff or may be terminated.

Outside Employment

- Per the University of Colorado Colorado Springs policy 300-020 effective July 1, 2014, stipulates the number of on campus hours allowed by a student employee. The maximum number of hours a student employee may work is 25 hours per week. This number is inclusive of all positions held on campus, across all departments and offices. RA positions require on average 23-25 hours of work per week. RAs will not be approved for additional on campus employment. *Participation in clubs or organizations that are **non-paid positions do not count** against the 25 hour per week maximum. However, some forms of research are considered on campus employment and would conflict with the RA position.

Other:

- Residence Life and Housing will determine the village/room assignment for each staff member
- Thanksgiving, Spring Break, Winter Break, University Holidays, and university closures are considered to be part of the academic year and will be considered regular working days which may require on-call staffing.

Compensation:

- RAs will receive a room and board as their compensation. While RAs are not paid a cash hourly wage, it has been determined based upon number of hours per week an RA works, the hourly wage (room & board divided by weekly hours) is approximately \$18-\$20 an hour on average depending on village placement.
- Staff will get four weekend days (Friday & Saturday) and two weekdays (Sunday-Thursday) per month to submit a leave request for. RAs will need to submit a leave request when they will be away overnight from campus.
- RAs working over breaks/holidays when dining halls are closed, will receive a meal stipend.

Contract Length:

- Employment will end 24 hours after Residence Halls have closed for fall and spring term. Staff can expect to be assisting with hall closing responsibilities during this time. RAs will not be relieved of duty for winter or summer break until they receive approval by their Residence Hall Manager or designee, upon completion of hall closing tasks.

Disciplinary Action:

- Involvement in conduct issues, breach of the student code of conduct or violations of Colorado state or federal laws; if it should occur on or off campus; will be dealt with under the student employment handbook and/or the appropriate agency.
- The RA is held to the terms described within the job description, the University Code of Conduct and all Office of Residence Life and Housing Policies and is expected to be an active, positive leader in their community and to maintain a good judicial and academic standing.

Physical Demands:

- This job is considered frequently light to medium in nature which cannot always be predicted or controlled. Specific functional measurements and observations about usual work situations, but not limited to are:
 - **climbing:** ascending or descending stairs using feet and legs and/or hands and arms
 - **reaching:** extending hand(s) and arm(s) in any direction
 - **stooping** bending frequently depending on the task
 - **lifting:** lifting 5 to 20 pounds
 - **hearing:** perceive the nature of sounds
 - **communicating:** talking with and/or listening to and/or signaling people to convey or exchange information; includes 1:1 communication with others, communication in group settings, etc.
 - **interpersonal skills/behaviors:** dealing with individuals with a range of moods and behaviors in a tactful, congenial, personal manner so as not to alienate or antagonize them
 - **sitting** for extended hours
 - typically requires **standing and walking** for 1 to 3 hours or more to complete rounds, respond to crisis,

roommate conflicts, depending on the nature of the situation

- **respond** to crisis incidents within 5 to 15 minutes during normal operating sessions and during holiday/break/closure sessions within 5 to 30 minutes