



Residence Life
and Housing

UNIVERSITY OF COLORADO
COLORADO SPRINGS

UCCS Residence Life & Housing | Resident Assistant (RA)

JOB DESCRIPTION

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- [1. General Job Summary](#)
- [2. Key Components & Core Values](#)
- [3. Qualifications & Eligibility](#)
- [4. Knowledge & Skills](#)
- [5. Responsibilities](#)
- [6. Role Model](#)
- [7. Team Member](#)
- [8. RA on Call \(RAOC\)](#)
- [9. Administrative](#)
- [10. Training](#)
- [11. Involvement](#)
- [12. Academic Status](#)
- [13. Outside Employment](#)
- [14. Room Placement & Break Periods](#)
- [15. Uniform/Dress Code](#)
- [16. Compensation](#)
- [17. Disciplinary Action](#)
- [18. Physical Demands](#)
- [19. Contract Length](#)
- [20. Position Requirements](#)

1. 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 a full-time Resident Director (RD) or designee. The Associate Director or Assistant Director of Residence Life, has shared responsibility for all personnel actions in Residence Life & Housing and receives supervision from the Senior Director or Director of Residence Life. The RA is responsible for the overall development of students as a part of a cohesive 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 both role modeling and enforcing the student code of conduct and housing agreement.

The RA position is live-in (housing/room/meal plan provided) and remote work is unusual and rare. This is an in-person position requiring an in-person presence and responses to support students. RAs need to be on campus as much as possible. The RA position is fluid and dynamic and requires mandatory work on select nights, weekends, break periods, and other times when university classes are not in session.

2. Key Components & Core Values

Educational Priority: In support of the academic mission of the university, community members will explore healthy, life-enriching opportunities in a respectful living environment outside of the university classroom experience.

Personal Development: Our community discovers and develops personal values, life skills, and autonomy to become authentic individuals within their campus experience and beyond. Students will explore, identify, and practice what wellness means to them; discovering personal beliefs, strengths, and motivations to evaluate and establish their own ideologies.

Belonging: Fostering a safe and supportive community in which individuals recognize their role in being a part of a larger collective and community. Residents will learn and respect each other's differences so they may engage in positive relationships and feel valued in their community.

Teamwork & Collaboration: Residents will actively serve and authentically participate in their communities with intentional communication and 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.

3. Qualifications & Eligibility

- Must be enrolled full-time at the University of Colorado Colorado Springs.
- Undergraduate students: must have and maintain a semester grade point average (GPA) of 2.5 to obtain and to retain the position.
- Graduate students: must have and maintain a semester grade point average (GPA) of 3.0 to obtain and to retain the position.
- Have been a student at UCCS for at least two semesters.
- Successful completion of a criminal background check if offered the RA position.
 - **Preferred Qualifications:**
 - Have lived in a residential on-campus community for at least two semesters (at any university or college).
 - 60 or more credit hours completed
 - Proven academic performance and successful participation in extra-curricular activities.
 - This includes involvement in UCCS student organizations and clubs.

4. Knowledge and Skills

- Knowledge of personal computer software applications such as Canva, Microsoft: Word, Excel, and PowerPoint, etc. and online capabilities such as Microsoft Teams, Outlook, Zoom (or similar platforms) is a plus.
- Excellent oral and written communication skills complimented by efficient personal and interpersonal skills.
- Strong time management
- Ability and willingness to establish healthy working and community relationships.
- Having adaptability & flexibility with a generally positive attitude.
- Willingness to create a welcoming and inclusive community.
- Ability to work effectively with ambiguity and in a fluid work situation in an ever-evolving and adapting work environment.
- Familiarity with the UCCS environment resources, layout, and be able to assist all students with accessing the student services offered on campus.

5. Responsibilities

- Community Development
 - Implement various aspects of the prescribed engagement model 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 to check in on their well-being.
 - 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 in the assigned floor/area in accordance with established department guidelines and the prescribed engagement model.
- Educate residents about personal and community safety.
- Have meaningful interactions with residents and encourage community involvement.
- 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, 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 aspects of belonging, spanning topics such as diverse identities (LGBTQ+, race, culture, faith, etc.), bias, and other topics as deemed necessary and appropriate.
- Work with other hall staff to ensure there are no major facility issues on their floor. RAs also complete a Health & Safety check of their floor once per semester.

6. 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.
- RAs 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 & Housing while performing any on call or 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, etc.

7. 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 & Housing professional staff.
- Professionally interact and work with a diverse community of RAs, professional staff, and residents.

8. RA on Call (RAOC)

- Each RA will have on average, a week duty night (5:00 p.m. to 8:00 a.m. on any weekday from Sunday - Thursday) and a duty weekend (5:00 p.m. – 5:00 p.m. 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 may be required to work on-call shifts throughout winter break.
- During emergency campus closures and delayed opening the RAOC will be expected to remain on duty until the University opens. If the university closes early the RAOC will be expected to begin duty earlier.
- Promote and follow all emergency procedures as stipulated in training, staff meetings, etc. While on duty the RAOC 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 & Housing PSOC (Professional Staff on Call) and submit a work order.
- Submit a nightly RA duty/on call report or relevant incident reports when serving as the RA on Call or RAOC.

9. Administrative

- Attend and actively participate in all required weekly staff meetings, monthly all-staff meetings, and other meetings as scheduled.
- Attend recurring one-on-one meetings with the Resident Director, supervisor, or designee.
- Complete and document all assigned programming, administrative, and activity requirements in a timely manner.
- Complete RAOC routine reports (e.g., weekly reports, occupancy reports) as assigned.
- Assist with residence hall check-in and check-out processes as required.
- Deliver urgent communications during assigned duty or on-call hours.
- Create, post, and maintain a minimum of two bulletin boards per month.
- Create and post resident door decorations once per semester and as new residents move into the community.
- Complete incident reports related to policy violations, emergency situations, or crises in accordance with departmental expectations.
- Retrieve and distribute materials from designated RA workroom locations as assigned.
- Perform other duties as assigned to ensure Residence Life & Housing operations function effectively and efficiently.

10. Training

- Training is mandatory.
 - Not attending training constitutes ineligibility for the RA position.
 - Exemptions must be approved by the direct supervisor or Assistant/Associate Director of Residence Life at least three weeks prior to training.
 - Training hours vary from 8:00 a.m. until 10:00 p.m. each day and can include weekends. Training occurs first during the academic year in August for “fall” training and January “spring” or “winter” training.

- RAs who need to take winter interim classes should take courses that do not conflict with training.
 - Priority exemptions are considered for courses required for graduation and that are not offered during another term.
- Pre-term classes are generally not permitted, and RAs should not enroll in pre-term courses without first consulting with their Resident Director or their designee.
- RAs are expected to attend a in-service trainings offered throughout the academic year.
 - The required number will be announced during the fall semester for the academic year.
- RAs may receive “Stop the Bleed”, CPR, AED, basic first aid, or Opioid overdose Naloxone training.
- RAs must participate in mandatory CSA (Campus Security Authority) and other mandatory reporter training.
- 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.

11. 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 Resident Director 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 Residence Hall Association (RHA) executives due to the conflict of interest but are encouraged to participate in either club.

12. Academic Status

- RAs must maintain a 2.5 Semester GPA (undergraduate students) or 3.0 Semester GPA (graduate students) to retain the position.
- RAs must maintain full-time enrollment status during employment and consult the Resident Director or designee prior to going below full-time status.
 - Obtain permission from the Resident Director or designee to take below 10 credit hours OR above 18 credit hours per semester.
- An RA whose semester GPA falls below 2.5 (undergraduate) or 3.0 (graduate) is subject to academic probation or termination, as determined by Residence Life & Housing and the Resident Director or designee.

13. 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 17-20 hours of work per week. RAs will not be approved for additional on campus employment outside of a total of 5 hours.
*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.

14. Room Placement & Break Periods

- Residence Life & Housing will determine the village/room assignment for each staff member.
- Residence Life & Housing does not guarantee a living assignment to a specific room, room placement, room type or building.
- 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.

15. Uniform/Dress Code

- There is no standard day-to-day uniform or formal dress code for RAs. However, certain events, programs, or operational activities may require specific attire. Any required attire will be communicated in advance by the Resident Director or their designee.
- Move-In Attire Requirements:
 - RAs must wear the department-provided shirt.
 - Acceptable bottoms include khaki shorts or denim jeans.
 - Excessively distressed or torn jeans are discouraged.
 - Close-toed shoes are required during move-in times and on call shifts for safety.
 - Open-toed shoes are not permitted during move-in activities or on call shifts.
- Identification
 - RAs must wear their name badge or lanyard while on duty or whenever possible when interacting with law enforcement, fire personnel, and/or medical responders.

16. Compensation

- RAs will receive a housing room placement and meal plan (“board”) as their compensation. RAs are NOT responsible for paying the associated charges for the room or meal plan provided for them.
 - 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 stipend paid after duty hours are worked in accordance with Human Resources policy.

17. Disciplinary Action

- Participation in conduct issues, breaches of the student code of conduct, housing agreement violations or concerns, or violations of Colorado state or federal law—whether occurring on or off campus—will be addressed in accordance with the Student Employment Handbook and/or by the appropriate external agency.
- The RA is held to the terms described within the job description, the student code of conduct and all Office of Residence Life & Housing Policies and is expected to be an active, positive leader in their community and to maintain good judicial conduct and academic standing.

18. Contract Length

- The length of employment is from August until the end of May the following calendar year (roughly 9 months).
 - This encompasses the entire academic year including both fall and spring semesters sequentially.
- Employment will end 24 hours after residence halls have closed for the 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 Resident Director or designee, upon completion of hall closing tasks.

19. 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.

20. Position Requirements

- This position is eligible for sick leave under the Colorado Healthy Families & Workplaces Act.
 - UCCS is committed to providing a safe and productive learning, living and working community. To assist in achieving this goal, we conduct background investigations for all prospective applicants being considered for employment. Background investigations include a criminal history record check, and when appropriate, a financial and/or motor vehicle history check.
 - CU is an Equal Opportunity Employer and complies with all applicable federal, state, and local laws governing nondiscrimination in employment. We are committed to creating a workplace where all individuals are treated with respect and dignity, and we encourage individuals from all backgrounds to apply, including protected veterans and individuals with disabilities.