Resident Advisor Position Description

Updated 8/30/2017

Please note that information in this document, including dates, is subject to revision based upon departmental needs.

Resident Advisors (RAs) are the face and voice of University Housing for the 8,000 students living on campus. RAs live with and develop positive relationships with every resident in their community. RAs role model the Mustang Way, promote a safe and comfortable living environment, develop community among their residents and staff, and are committed to every student’s personal and academic success.

To support the community, this position requires both scheduled and unscheduled responsibilities; due to the nature of this position, work hours are not consistent or easily translated into a specific number per week.

Required Qualifications

- Be 18 or older and enrolled as a full time Cal Poly student (12+ units for undergraduate, 9+ units for graduate).
- Remain in good academic standing with your academic college and maintain a quarterly AND cumulative Cal Poly GPA of 2.3 or higher. At no point will GPA be rounded up.
- Remain free from involvement in academic or non-academic misconduct. Involvement in any incident will be reviewed by University Housing’s supervisory staff and may disqualify an applicant/staff member.
- Commitment to maintaining an inclusive community that values diversity and fosters tolerance and mutual respect. We embrace and encourage our community differences in Age, Disability, Race or Ethnicity, Gender, Gender Identity or Expression, Nationality, Religion, Sexual Orientation, Genetic Information, Veteran or Military Status, and other characteristics that make our community unique as outlined in CSU Executive Order 1096.
- Must work varied hours including late nights, early mornings, weekends, and holidays, including coverage of breaks including Thanksgiving, Winter (Selected Areas Only), and Spring.
- Complete an in-person Adult CPR/First Aid Certification (at employee’s expense), and successfully pass fingerprinting.
- Due to the public nature of the position, hired staff members must waive Buckley status to allow publication of directory information.
- Ability to climb three to five stories of stairs to complete on-call coverage.

Preferred Qualifications

- At least one year of college experience living on-campus prior to employment.
- Strong interpersonal, organizational, communication, time management, and leadership skills, as well as the ability to maintain them under stress.
- Continually challenge self to personal and professional growth through the position and openness to change, new perspectives and constructive feedback from supervisory staff and peers.

Job Parameters

Important Dates / Time Commitments:

- The specific dates and times for openings and closings are outlined in the Resident Advisor Position Acceptance Agreement
- To ensure community availability and scheduling flexibility, staff members are expected to:
  - Hold position responsibilities as their primary commitment behind academic commitments.
  - Receive prior approval from supervisory staff for:
    - Classes after 7 p.m. or on Saturdays
    - Extracurricular activities (club, Greek Life, student teaching, band, sport participation, etc.)
- Staff Members are not permitted to rush or pledge sororities or fraternities during the fall quarter.
- Involvement in Week of Welcome must be discussed with supervisory staff prior to accepting employment.
- Staff Members are required to participate in the following department-wide functions:
  - During the initial application process, each candidate will take Psychology 251 Leadership Class.
  - Full participation in Fall Training is required for all staff members.
  - Must assist in facilitating Opening operations, Week of Welcome, and Apartment Kick-Off.
  - Must participate in Student Staff Interview weekend in Winter Quarter.
  - Be present and conduct housing tours during Open House weekend during Spring Quarter.

Housing Assignments:
Placement is determined by University Housing staff and is based on departmental and community needs, with consideration for candidate’s skills and preferences. Requests for accommodations under the Americans with Disabilities Act (ADA) must be
submitted in writing. The earlier requests are received, the more successful University Housing will be in making accommodations.

**Compensation:**
- Housing in a residence hall or a shared apartment and the default meal plan for first year students in that area. The staff room is University property and is to be treated as a University office following the terms of the staff member’s housing license. Dining compensation is subject to the terms of staff member’s dining license. No portion of compensation may be redeemed for cash.
- If a staff member leaves their position early for any reason, the room and board benefits will be prorated to cover only the time of employment and are not eligible for the plus/dining dollars rollover program (see dining contract for terms and conditions). Staff members will be personally responsible for reimbursing any overspent portion of the meal plan.

**Special Exception Registration:**
- To support academic success in the RA position, each staff member will be given one quarter of special exception (priority registration) status during each academic year of employment.
- RAs must follow proper procedures for utilizing this priority registration status. ALL questions should be directed to Residential Life & Education Office and **NOT** to the Registrar’s Office.

**Position Duties and Responsibilities**
The following information is intended to provide a broad overview of position responsibilities. Given the nature of the RA position, not all duties and responsibilities can be listed.

1. **Community Development**
   - Establish a positive interactive relationship with every student in your area of responsibility by being present, accessible, engaging in frequent and intentional conversation, and knowing all your residents by name.
   - Role model and encourage courtesy and consideration among residents by educating students about their rights and responsibilities to one another.
   - Assess community needs through seeking frequent feedback and responding accordingly.
   - Your staff room is expected to be your primary residence and a welcoming environment for all residents to visit.
   - Maintain a courteous and professional manner when interacting with all students or staff whether or not your interaction pertains to University Housing. This includes interactions over social media.

2. **Programming**
   - Plan and implement weekday and weekend educational and social events that meet departmental Learning Outcomes as outlined in the Blueprint.
   - Staff Members should seek to involve students in the event planning process, both through their programs and Community Council.

3. **Community Safety & Policies**
   - Staff members are expected to role model appropriate behavior at all times and personally abide by all laws, Cal Poly and University Housing policies and procedures.
   - With regards to alcohol and/or illegal drug use, the following guidelines have been established:
     - Regardless of age, consumption or being under the influence of illegal drugs while present in campus housing is prohibited and will result in termination.
     - RAs in apartments where all roommates are 21+ may consult with their supervisor for permission to store and consume alcohol in their apartment.
     - Underage consumption of alcohol, regardless of location, may result in termination.
     - RAs are expected to immediately leave an event where underage residents are drinking.
     - Use, possession, and/or distribution of illegal drugs will result in termination.
   - As staff members, RAs are expected to fairly and consistently enforce housing policies. Staff are expected to:
     - Know all policies and procedures in the Housing License and University Housing Handbook.
     - Demonstrate a positive and respectful attitude during confrontation of policy violations.
     - Immediately handle all community standards information and paperwork, follow up on problem situations, and mediate conflicts in a confidential, professional, and timely manner.
     - Immediately notify supervisor of all potential personal, student and/or community concerns.
     - Assist in building evacuation during fire alarms or other emergency situations.
     - Promptly respond to security concerns or facility damage.
     - Refer all technological questions and requests directly to ResNet or other campus technical support.

4. **Administration**
   - Act as a referral agent for University support services by posting notices, supporting surveys, forwarding announcements, etc.
• Know and educate residents about University policies, resources, and program as outlined in the Blueprint.

• In order to support front desk operations, each staff member is expected to:
  o Work the front desk three hours weekly, including finals, fulfilling all Desk Assistant duties during this time.
  o Efficiently and promptly handle all administrative responsibilities such as openings/closings, check-ins/checkouts, safety and maintenance checks, administering overnight guest registration process, and other duties as assigned.
  o Maintaining the privacy and confidentiality of residents and staff members by following departmental guidelines and FERPA.

• Student Staff are not permitted to represent themselves as representatives of University Housing to the media.

5. Staff Development

• Take the initiative to get to know and accept the diversity of all staff members and supervisors, and express differences of opinion openly, honestly, and tactfully.

• Consistently support staff members in the performance of all their duties.

• Attend and participate in all staff meetings and assigned staff developments.

• Relationships with any student whom you exercise direct or significant authority are prohibited by CSU Executive Order 1097. University Housing considers you to have significant authority towards residents in any area in which you are typically on call. Consult with your supervisor prior to engaging in a relationship with another staff member or residential student to clearly determine if a potential conflict exists.

6. On-Call Procedures & Key Usage

• The specific number of on-call nights will vary by building assignment. The schedule is planned in advance.
  o Weeknight (Sunday-Thursday) on-call is from 7 p.m. to 8 a.m. the following morning.
  o Weekend shifts begin Friday at 7 p.m. and end Sunday at 7 p.m.
  o On-call staff are expected to remain in the building 7 p.m. until 8 a.m., unless responding to an incident. Weekend staff must be on-campus and accessible by phone during their shift and are responsible for unlocking the front desk on Saturday and Sunday.

• Complete all assigned on-call community walks and required documentation.

• Staff must carry the on-call cell phones at all times and respond to any calls received, involving professional staff as needed. On-call phones are only to be used for conducting University business.

• When not on call, staff members are still expected to respond to student concerns and crisis situations.

• Overnight absences must be approved by the Coordinator of Student Development. At least half of the staff is required to be available on any night excluding break periods.

• The highest level of care should be taken to ensure security of master keys and access cards. Unless needed for immediate performance of duties, all staff keys/access cards should be locked in the room’s provided lock box. Keys/cards are not to be removed from the staff member’s assigned community. Report any lost keys/cards immediately. Loss, inappropriate use, or loaning of a master key/card may result in termination and/or restitution.

• Only provide access to a room/apartment after verifying the ID of the assigned resident; do not unlock any unoccupied room unless directed by a Coordinator of Student Development.
Resident Advisor Position Acceptance and Housing License Agreement

Important Dates
Fall Training and the RA position starts on Sunday, August 27, 2017 at 2 p.m. All staff members are expected to work full-time through Opening and Week of Welcome unless specifically authorized to participate in WOW.
  - **Friday, November 17, 2017**: RAs may depart for Thanksgiving break at 5 p.m. unless scheduled to work
  - **Sunday, November 26, 2017**: All RAs must return by 5 p.m.
  - **Sunday, December 10, 2017**: RAs may depart for break at 8 p.m. All RAs must depart campus by 10 a.m. on Monday December 11, 2017 unless scheduled to work
  - **Friday, January 5, 2018**: RAs must return for Winter Training by 5 p.m.
  - **Friday, March, 23, 2018**: RAs may depart for break at 5 p.m. unless scheduled to work
  - **Sunday, April 1, 2018**: RAs must return for Spring Quarter by 5 p.m.

The RA position ends at 8 p.m. on Sunday, June 17, 2018. Unless working a summer term, all RAs must depart campus housing by 5 p.m. on Monday, June 19, 2018.

Please initial next to each item:

- [ ] All information provided and contained within my application is truthful and accurate to the best of my knowledge.
- [ ] I understand that this position has a GPA requirement of 2.3 for each quarter AND overall cumulative GPA.
- [ ] If my quarterly or cumulative GPA falls below 2.0 for any reason, I will immediately resign my position.

**Housing License Agreement** – This License Agreement is entered into between the Trustees of the California State University by Cal Poly State University, hereinafter called "University," and the individual whose name appears above, hereinafter called "Licensee." Acceptance of this Student Housing License Agreement by the University does not guarantee a space on campus. This license is given in consideration for the Licensee’s performance of duties per the “Resident Advisor Position Description.

**FEES** – are waived in consideration of the Licensee’s performance of duties described in and agreed to in the “Resident Advisor Position Description” If at any time during the License Period, the licensee discontinues to act as a Resident Advisor, the Licensee will be responsible for Housing and Dining Plan fees for the days the Licensee resides on campus. These fees are described in the “Compensation” portion of this agreement. The dining plan, which is provided to you in consideration of your Resident Advisor position, will be credited to your account at the beginning of each quarter. Though credited to your account in lump sum, your dining plan is prorated over each quarter that you serve as a Resident Advisor. If you leave your position prior to the end of a quarter your dining account will be prorated to the date of your last day of employment. Staff members who leave the position mid quarter and overspend their dining plan will be required to refund the amount of the excess spending.

**OCCUPANCY** — University hereby grants to Licensee permission to occupy a single bed space within the housing facility as a Licensee for the fee period beginning August 26, 2017 and ending June 19, 2018, unless sooner terminated under the provisions of the License Agreement or termination of employment as a Resident Advisor. Licensees taking occupancy after the beginning of the fee period will be prorated housing charges from the first day of occupancy until the end of the license period. Specific assignment of a space shall be made by the University and may be changed from time to time due to administrative necessity. No Licensee shall cohabit with a person other than their assigned roommate(s); Licensee shall not permit any other person to occupy their living unit.

**COMPENSATION** – Residence Hall or Apartment Housing and a Meal Plan.

By signing below, licensee agrees to adhere to the Housing License Agreement terms and conditions above as well as information in the Resident Handbook. Additionally, I certify that I understand the information and agree to fulfill all the requirements and policies outlined in the Resident Advisor Position Description. I understand that failure to meet position requirements may result in personnel action and I understand that University Housing reserves the right to terminate my position if circumstances warrant.

__________________________________  ______________________  __________
Print Name  Signature  Date

Based upon receipt and availability, the University hereby accepts this Student Housing Agreement