



1125 North 1000 East  
8600 Old Main Hill  
Logan, UT 84322-8600  
Tel: (435) 797-3113  
FAX: (435) 797-4035  
Email: [info@housing.usu.edu](mailto:info@housing.usu.edu)  
[www.housing.usu.edu](http://www.housing.usu.edu)

<p style="text-align: center;"><b>FASA RESIDENT ASSISTANT JOB DESCRIPTION</b> <b>2016-2017</b></p>
--

The Resident Assistant (RA) is a full-time student, spouse of a full-time student, or husband and wife team (of which at least one spouse is a full-time student) who lives among, and interacts with, his or her peers in FASA. The RA is a member of the Housing Services Staff and actively participates in the development of a comprehensive Residence Life program. **The RA is appointed for a specific contract year. Individuals should not apply for or accept a position if they cannot commit to the entire or remaining contract year (RAs should only give notice to leave at the end of each semester or summer). Reappointment is contingent upon successful job performance, requisite academic progress, favorable supervisory review by applicable professional staff, and the on-going needs of the overall Housing system.**

The RA position, due to its live-in nature, requires willingness to be called into service at any time of the day or night in order to meet residents' needs as they arise. The RA will function as a peer resource, mentor, and advisor to residents. Therefore, availability, consistency, and interpersonal skills are of the utmost importance.

The RA is expected to serve as a role model and abide by all University and Housing policies. Furthermore, the RA is expected to adopt the goals of maintaining a safe, secure and comfortable living/learning environment. As a role model and a programmer, the RA is further fulfilling the University's mission for education and service. The RA (or RA's spouse if the RA is not a student) is expected to maintain high academic standards and continuing full-time student status. Additional RA responsibilities are as follows:

- I. **AVAILABILITY:** The RA position is considered a part-time student position that requires 20 hours per week. Some weeks may require more time and others may require less time. RAs must be available several times throughout the year to participate in mandatory training sessions and on a weekly basis to attend regular staff meetings. They must also be readily available to their residents on a day to day basis. General availability expectations include but are not limited to the following:
  1. Be visible, available and approachable to residents; ie This means being in one's room/apartment on a daily and regular basis (several hours per day not including sleeping time).
  2. Post availability hours for residents to see. Submit copies to supervisor(s).
  3. Maintain significant personal contact with all residents in their living area by visiting each room/apartment regularly.
  4. Arrive early for training and administrative duties relative to semester opening and check-ins. Remain late each semester to assist with completion of all administrative tasks related to closings and check-out procedures. Extra time, effort and commitment is required during openings/closings, vacations/breaks and other peak times. \*See last page for specific report dates for training and other required time commitments.
  5. Attend all required and scheduled staff meetings, training sessions, retreats and in-services.
  6. Actively support and participate in Housing-wide recruitment and selection activities as requested.
  7. Work office and on-call duties as scheduled, including weekdays and weekends. Be available in the community at least two weekends per month, and other times as requested or scheduled.
  8. Notify his/her supervisor when gone overnight.
  9. The University must be considered as the principle employer. Second jobs, odd jobs or part-time work are permissible only so long as they do not interfere with time, availability, and the efficiency of the RA. It is suggested that 10 hours per week is a reasonable guideline.
  
- II. **COMMUNITY DEVELOPMENT:** Each RA is responsible for building a strong, healthy, and interactive community in his or her area. Community building requires availability, policy enforcement, programming, and mutual sharing of information.

### **Specific Duties related to Community Building**

1. **Weekly Logs:** Weekly logs are a way for RAs to document community development in their area. They should be thorough, professional, and on-time.
2. **Availability Hours:** Each RA must post and observe a minimum of two and a half availability hours each week. During these hours you should be in your apartment reaching out to residents via phone, email, text, Facebook, etc. or visiting within your area.
3. **Community Walk-Through:** Each RA must spend a minimum of two and a half hours each week, split between two and seven days, in his or her area interacting with residents.
4. **Resident Communication:** Post monthly FASA Gram and fliers.
5. **Resident Recognition:** Submit "Of the Months" (OTMs) and Aggies Think, Care, Act nominations.
6. **New Resident Orientations (NROs):** RAs are responsible for visiting new residents and providing them with information regarding housing resources and policies.

- III. POLICY ENFORCEMENT:** Each RA is responsible for setting and maintaining standards of comfort, responsibility, and safety in his or her area. The minimum standards are set by the Residence Life Handbook which all staff members should read. It is important that staff members abide by all policies in order to role-model appropriate behavior for residents. A copy of the Residence Life Handbook is available online at [www.usufasa.weebly.com](http://www.usufasa.weebly.com).

### **Specific Duties related to Policy Enforcement**

1. **Area Walk-Through:** Each RA is responsible for walking through his or her area once a week. The RA should note any facilities/grounds concerns in addition to observable policy violations by residents. The RA should pick up litter where appropriate, remove old fliers, and make sure stairwells, porches, balconies, and the grounds next to gas meters are clear of debris.
2. **Incident Reports:** RAs are responsible for completing incident reports as needed. Incident reports are used to document policy violations along with incidents involving the police, fire department, or other emergency personnel. Incident Reports are due within 24 hours of the incident.
3. **On-Call:** RAs are responsible for taking the emergency on-call phone for a week at a time according to a rotating schedule. The on-call week runs from Monday at 8pm to Monday at 10am. Residents must be within 15 minutes of FASA while carrying the on-call phone.

- IV. PROGRAMMING:** A program is any organized, intentional activity designed to make a positive contribution to a student's educational experience. Each RA is responsible for planning and implementing recurring programs, area programs and traditional FASA programs. Programs should be designed to develop one's community while promoting the Guiding Principles of Residence Life.

### **Specific Duties related to Programming**

1. **Program Approval:** Must be submitted no less than 1 week before each new program.
2. **Program Reports:** Must be submitted within two days of each program.
3. **Program Coordinator:** Each RA will take a lead role as a coordinator of one to two traditional FASA programs each year. The coordinators are responsible for filling out a specific program approval and for providing written feedback on the other coordinators' performance.

- V. KEYS/ACCESS CARDS:** An RA's duties may necessitate the use of master keys. Proper use and protection of master keys is of the highest priority and all policies and guidelines for key use must be followed at all times:

1. Master keys/ cards should never be carried unless they are needed for an immediate work-related task.
2. Master keys/cards must be kept secure at all times.
3. RAs may never access a room for any person who is not the resident of the apartment or on the lockout card. This includes relatives or significant others.
4. Master keys/cards may never be lent to another person, with the exclusion of fellow staff members in an emergency situation.
5. The misuse of any Housing issued keys/cards may result in immediate termination of employment. This can include, but is not limited to: leaving keys/cards unattended in a public area, violating any of the policies stated above, losing the keys/cards, or allowing them to be stolen.
6. Encoding cards or providing "loaner" keys for self or others without supervisor's permission is an abuse of position and can result in disciplinary action, including termination.

**VI. BUDGET MANAGEMENT:** Each RA receives a budget for programming and a University Purchasing Card (p-card). Your supervisor will keep a master spreadsheet of all budgets and can provide updates on request. However, RAs are responsible to keep track of purchases, maintain a general idea of their remaining funds, and file all paperwork associated with their p-card.

**Specific Duties related to Budget Management**

1. **P-Cards:** RAs must use their p-card for all programming purchases.
2. **P-Card Documentation:** RAs must complete all purchasing documentation and attach receipts.
3. **RHA Funds:** RAs may work with their supervisor to bid for RHA money (for a specific program).

**VII. FACILITY & EMERGENCY MANAGEMENT:** Facility assessment is an important role that the RA must fulfill in order to keep maintenance and damages to a minimum. Additionally, RAs will be expected to play a strong leadership role in training and responding to resident needs in emergency situations. Expectations of this role are as follows:

1. Report damage and maintenance problems/concerns: follow-up as appropriate.
2. Know and disseminate fire safety information and enforce regulations. Conduct fire drills or fire safety programs within the first two weeks of each semester.
3. Establish positive working relationships with USU Police and Fire Marshals, other campus personnel and departments, and Housing maintenance, grounds, custodial crews and administrative staff.
4. Report, document and follow-up on safety violations, safety/security issues, building damages and maintenance problems.
5. During emergency or crisis events, as declared by the department leadership, all Residence Life staff may be activated and required to report to work for extended periods of time.
6. During emergency or crisis events, Residence Life staff may be assigned to work in capacities outside of their normal duties and area.

**VIII. STAFF COMMUNICATION/TEAM ROLE:** FASA is a unique and sometimes difficult area for programming and policy enforcement. It is essential that the FASA RAs communicate with each other and their supervisor. It is expected that all RAs support one another and foster a sense of family on staff. It is also expected that FASA RAs cultivate a mutually respectful relationship with single RAs, Peer Mentors, RHA, the Main Housing Office, and Physical Facilities. A positive attitude, flexibility, patience, and a willingness to try new things will help our area succeed.

**Specific Duties related to Staff Communication/Team Role**

1. **Staff Meeting:** Staff meetings are held once a week. All efforts are made to limit staff meeting to an hour or less although some meetings require additional time for area-specific training. Staff meetings are conducted by the FASA Coordinator and are a time for the staff to share area updates and review general Housing policies and procedures. Some staff meetings will focus on team development and skills acquisition.
2. **Emails:** RAs are expected to check and respond to emails daily.
3. **RHA Support:** RAs are expected to support RHA by submitting quality "Of the Months" (OTMs) and by attending Area Government (AG) and General Council meetings.

**IX. OFFICE SHIFTS:** RAs are responsible for staffing the area office in the evening hours Monday-Friday from 5-9pm and Saturdays from 12-9pm. The RA On-Call (explained above) is responsible for the Friday and Saturday night shifts for the on-call week. During office shifts, RAs are expected to provide friendly and efficient customer services. RAs are expected to be on time for shifts and are responsible for arranging coverage if a personal emergency arises. RAs must tally the cash box, lightly clean the office, and lock all doors. At the end of an office shift, a closing report should be reviewed and filled out with a cash box update and any notes on resident interactions and/or customer needs.

**X. Extra Areas of Responsibility:** In addition to their regular RA duties, RAs are assigned an extra area of responsibility each semester. These extra areas of responsibility are designed to continually improve our customer service, encourage social responsibility, maintain office organization, and establish working relationships with different campus offices that could serve our residents. RAs with only one triad are given the more time-intensive responsibilities.

- XI. TRAINING:** FASA recognizes the value of maintaining a year-round training model. All RAs are required to attend training each month in addition to extensive training prior to the beginning of each semester.
1. **In-Service Training:** In-Service Training is held once a month. Because the needs and challenges of FASA are different from the other areas throughout campus, FASA may or may not combine with the Singles' RAs for ResLife Recap.
  2. **Semester Training:** Training days prior to the beginning of each semester are very time-intensive. RAs should plan on Residence Life taking all of their time on these days. Please clear your schedule of all other potential commitments (i.e. family reunions, weddings, social activities, other job commitments, etc.)
  3. **Summer Training:** Trainings will be held on an as needed basis throughout the summer to ensure that RAs are prepared for the school year. These trainings will be scheduled by the Area Coordinator at least 1 week in advance.

## **SKILLS**

- I. Interpersonal Communication**
  1. Active listener
  2. Appropriately assertive
- II. Self-Awareness/Realistic Self-Appraisal**
  1. Open to professional feedback
  2. Coachable/Seeks improvement
- III. Critical Thinking**
  1. Willing to try new approaches and ideas
  2. Understands and actively promotes the Guiding Principles of Residence Life
- IV. Leadership**
  1. Able to organize group and keep members on task
  2. Effectively delegates to promote group development
- V. Teamwork/Collaboration**
  1. Makes positive and efficient contributions in group settings
  2. Appreciates diversity and validates group members
- VI. Professionalism**
  1. Punctual and attentive to detail
  2. Practices effective time management

## **ADDITIONAL QUALIFICATIONS**

- I. Full-time USU Student Status**
  1. All RA candidates and current RAs must be full-time USU students, spouses of full-time USU students, or a husband and wife team, of which at least one spouse is a full-time USU student.
  2. Full-time status is defined as 12 undergraduate credit hours per semester or 6 graduate credit hours per semester.
- II. Maintenance of 2.5 GPA**
  1. All RA candidates and current RAs are required to maintain a semester and cumulative Grade Point Average of 2.50. After one semester of failure to meet academic performance standards, RAs will be placed on job probation. Two consecutive semesters of poor academic performance will affect continued employability or rehire status. If the RA is not a student, but the spouse of a student, then the spouse must meet the GPA requirement as explained above.
- III. If working as a husband and wife team is desired, couples must apply separately; there is no guarantee that both will be hired. Couples must also already be married when they apply.**
- IV. RAs with children MUST plan to arrange childcare for all office shifts, trainings, and staff meetings.**