

Job Title: Resident Assistant (RA) **Department:** University Housing **Reports To:** Residence Hall Director (RHD)

Dates: August-May of Academic Year

General Job Summary

A Resident Assistant (RA) is a Georgia State University undergraduate or graduate student who serves as a member of the University Housing staff and is directly supervised by a Residence Hall Director. RAs assess and meet the needs of approximately 50-60 residents through daily interactions and have four major areas of responsibility: role model, community building, administrative, and team member. General job duties include involve planning and implementing the Residential Curriculum, facilitating intentional conversations, performing administrative duties, serving as the RA on duty, working at the Community Desk, assisting with resident and building security procedures, attending training and in-services, following emergency protocols, enforcing university policies and serving as both a resource and role model to residents. As a student employee of Georgia State, an RA is required to abide by and uphold the GSU Student Code of Conduct and Policies, University Housing policies and procedures, and applicable law.

Minimum Requirements

A student who wishes to serve as an RA must:

- Have and maintain a 2.75 cumulative Grade Point Average and 2.5 semester Grade Point Average
- Carry a minimum course load of 12 units a semester, but no more than 18 units
- Be in good academic, judicial, and financial standing with University Housing and Georgia State University
- Have demonstrated leadership ability through active participation in community or campus organizations
- Participate in fall training and spring training
- Attend mandatory weekly staff meetings on Wednesdays from 4:30 pm to 6:30 pm
- Be available to students and staff at irregular hours, those not scheduled at the front desk or on-call
- Adhere to departmental dress code when working at the front desk or on-call
- Experience living on campus for at least one semester is preferred

Compensation and Benefits

Room and meal benefits are considered non-taxable income but may impact financial aid eligibility. Students should consult their financial aid advisor to determine potential impact.

- \$155 monthly stipend (Patton Hall, Piedmont North and Piedmont Central) / \$225 monthly stipend (Greek Housing, Commons, Lofts)
- Full meal plan (Patton Hall, Piedmont North, and Piedmont Central) / 35 meals per semesters (Greek Housing, Commons, Lofts)
- Assigned room at no charge in residence hall in which RA is employed
- Early move-in to assigned residence hall
- Valuable leadership and communication opportunities with the University community

Essential Functions of RA Position

The RA position involves working and residing in the same environment. A large part of an RA's duties involve being generally available to their residents throughout the day in the role of University representative and resource, role model, mentor, and support system. As such, an RA's personal and professional lives are both highly visible to and impactful upon the many student residents for whom the RA is University Housing's primary contact. Therefore, essential to the RAs position are the following responsibilities:

- Demonstrating excellent personal and professional judgment
- Modeling responsible, healthy, and mature behavior and habits
- Ability to give undivided attention to professional responsibilities in the event of unanticipated emergencies
- Compliance with University policy and applicable law
- Plan and implement the University Housing Residential Curriculum as part of community development efforts

Job Responsibilities

Role Model

- Model healthy and responsible decision-making. Exercise good judgment in actions, behaviors, and choices, refraining from risky or irresponsible behavior
- Maintain a minimum cumulative GPA of 2.75 and semester GPA of 2.5
- Support the academic nature of this position through attitude and behavior by attending classes on a regular basis
- Adhere to all University Housing policies, GSU Student Code of Conduct and policies, and all local, state, and federal laws
- Maintain a positive attitude toward the University and the University Housing Department
- Be aware of how you are perceived and avoid situations that may compromise credibility, integrity, and reputation of the department, University or yourself as a representative of the University
- Maintain a balance between responsibilities as a staff member, student, student leader, and personal life

Community Building

- Develop, organize, and inform residents of University and City of Atlanta events and activities that provide social, educational, cultural, and recreational opportunities for residents
- Spend at least two to three hours a day in your apartment/room and assigned community. On average, spend no more than one or two nights a week and one weekend a month away from your assigned residence hall
- Know floor residents' names and information about them. Familiarize yourself with the residents that live in the building;
- Encourage and maintain a living-learning environment and atmosphere that is enjoyable and safe
- Advise residents concerning academic, social, and personal issues by serving as a listener and a helper for residents
- Serve as a resource for students by becoming familiar with Georgia State departments, programs and services
- Address roommate conflicts and arrange roommate living agreements when necessary

Administrative

- Attend and participate in all required training workshops, In-services, and staff meetings
- Participate in the duty rotation, which includes weekends and holidays. Be accessible and respond to calls immediately
- Serve a minimum of 4 hours a week at the community desk
- Know the GSU Student Code of Conduct and Policies, and University Housing policies and procedures
- Report students issues, incidents and violations of Housing and University policies and procedures
- Provide security support for residence hall by addressing safety and security violations
- Know the proper usage of forms and complete forms / reports accurately and in a timely fashion
- Provide emergency support and ensure that the police and the on-call professional are notified when needed
- Document and report any physical damage or repairs to buildings, furniture, appliances, elevators, and operating systems
- Refer residents to the online maintenance request to report maintenance issues in their apartments / rooms
- Complete a thorough inspection of each room before a resident checks in or out and document the condition of each item on the room condition report form
- Conduct Health and Fire Safety inspections
- Assist with regular University Housing events such as move-in, Panther Welcome , move-out, and student staff selection
- Serve as University Housing representative during Incept conferences, campus visitation days, and other special events
- Check your mailbox regularly, post any signs and deliver any resident mail that may have been left for you that day
- University Housing's primary mode of email communication is your GSU email account. RAs are responsible for any communication that is sent to their GSU account on a daily basis
- Disseminate information to students via postings, floor meetings, and individual interaction
- Other duties as assigned

Team Member

- Maintain cooperative lines of communication with other staff. Communicate on a regular basis with supervisors and other staff regarding academic, personal, and University Housing concerns and issues
- Respond in an appropriate manner to all feedback received from supervisors, staff members, students, and customers
- Serve as a liaison to students for University Housing, the Residence Life staff, RHA, Community Councils, the GSU Police Department, and other departments on campus
- Participate in housing and University committees as requested or assigned
- Participate in teambuilding and staff development activities offered throughout the year
- Provide coverage for other staff when reasonably available to do so

General Position Requirements

Meal Plan

RAs receive the meal plan to interact, engage, and build community with Housing residents. The meal plan is to be used in the dining centers located in Patton Hall, Piedmont North and Piedmont Central when the dining halls are open and the University is in full-session. The following conditions apply to RA meal plans:

- 35 meals per semester (RAs in Patton Hall, Piedmont North and Piedmont Central receive the full Panther Meals due to facilities)
- RAs must abide by Dining Service policies for use of the meal plans and the dining facilities
- RAs should use their staff meal plan in the dining halls to eat with residents
- RAs may not use their meal plan for guests
- The RA meal plan does not carry meal period restrictions
- RAs are expected to provide feedback and information regarding the quality of their interactions with students and the meal plan/dining center experience

Staff Meetings and Training

- Mandatory weekly staff meetings and bi-weekly in-service training are held during the semester, times and locations to be announced. Additional meetings may be scheduled based on needs of the residential communities. Meetings and training sessions may occur on nights and weekends and dates, times, and locations are subject to change.
- Some of the training sessions and special events RAs are required to attend throughout the year include but are not limited to:
 - Spring Orientation
 - Fall Training
 - Spring Training
 - Panther LEAP
 - Panther Prep
 - Student Staff/Pro Staff Selection processes
 - Semester openings, closings and transitions

Involvement

- RAs must refrain from additional activities that may interfere with the ability to dedicate time to the RA position. This includes but is not limited to outside employment, student activities, clubs and organizations, student teaching, internship, externship, field experience, or other responsibilities that will take them out of their community. RAs are strongly encouraged to discuss current involvement in all activities with supervisor to help minimize the potential for problems.
- First-Semester RAs must receive permission from their supervisor before taking part in any social Greek organization rush/recruitment events or accepting any bid/invitation to join due to the potential conflict between time commitments of the RA position and the Greek recruitment process.
- RAs may not hold any position on Community Council or the Residence Hall Association (RHA). RAs must receive prior approval from their supervisor to hold any executive board positions in University organizations. All organizational commitments (both in and outside of the University) must also be discussed in advance with the RA's supervisor.

Reappointment

Reappointment is not guaranteed. RAs wishing to be rehired for another year must go through the **Reappointment Process**, which involves a review of performance history, performance evaluations and motivation to return to staff. RAs will be notified of their rehire status and placement by their supervisor.

Outside Employment

RAs are not permitted to work (paid or unpaid) outside the University. RAs may work for University Housing and other University departments on campus up to a maximum of 10 hours a week so long as they follow the established process outlined in the **Additional Employment Policy**. University Housing opportunities for student employment are available in such areas as the mail room, community desks, Learning Centers, or parking patrol.

Disciplinary Action

- Violation of performance expectations, University or Housing policies or unacceptable conduct may result in disciplinary action up to and including termination. RA performance and conduct may impact student employment status in other positions held by the student.

- RAs may have disciplinary employment actions reviewed. The request for review must be made to the Assistant Director in writing within 2 days of the employment action, and state the reason(s) for review. After review, the RA will be informed of a final decision (Upon request for review, terminations will be held in suspension until a final decision is rendered).
- RAs who resign or are terminated may be given up to one week to check out of their current space and relocate, as determined in the sole discretion of University Housing. RAs wanting to remain living on campus may be given a new room assignment. Room assignments will be made by the Associate Director for Business Operations and Financial Services (or designee) in consultation with the Residence Hall Director. New assignments will not be made to residential communities where the RA served. All policies regarding residency requirements will apply. All compensation and benefits discontinue as of the date of resignation or termination.

Break Periods

- RAs are required to work and serve on duty for a portion of all holiday breaks noted below when University offices and/or residence halls are closed. RAs on duty during breaks will be compensated. The hours for duty on the dates listed below are 8 am to 8 am (24 hour duty).
 - Labor Day Break begins **September 2** and ends **September 3**. (1 day)
 - Thanksgiving Break begins **November 28** and ends **December 1**. (5 days)
 - Winter Break begins **December 18** and ends **January 8**. (21 days)
 - Martin Luther King Break begins **January 20** and ends **January 21**. (1 day)
 - Memorial Day Break begins **May 25** and ends **May 26**. (1 day, summer RA only)
 - Independence Day Break begins **July 3** and ends **July 4**. (1 day, summer RA only)
- RAs must receive prior approval from their supervisors before making arrangements to spend break periods off campus

University Property

- RAs are responsible for University property and equipment assigned for their use. Misuse, damage or loss of computers, phones, keys, and other University property and equipment may result in disciplinary employment action, liability for replacement cost.
- RAs may not allow University property/equipment assigned or made available to them to be used by third parties.

Affordable Care Act (ACA)

Student staff employed by a University System of Georgia entity may not exceed 1300 hours in a calendar year per ACA. The calendar year begins on the staff members hire date or anniversary of said hire date.