

## Resident Assistant Position Description

All resident assistants (RAs) must review, and be familiar with, policies and procedures contained in the Student Staff Manual, other Residence Life publications, the Buffalo State Student Code of Conduct, and other University publications. All duties must be performed in a timely manner. The Complex Director (CD) and Assistant Complex Director (ACD) will elaborate on the specific responsibilities of your position as it relates to your hall and complex. RAs will be evaluated on these factors and action will be taken where standards are not being met. The general responsibilities for all paraprofessionals are listed below:

### Staff/Administrative Responsibilities

1. Communication of information to students through meetings, postings or distribution of notices, and/or personal delivery.
2. RAs are expected to provide weekly updates to direct their supervisor during one-on-one meetings or in a written format. The format will be determined by your supervisor.
3. RAs are expected to maintain regular contact with their supervisor by checking their Buffalo State e-mail accounts and office mailbox daily. RAs should always use their Buffalo State e-mail to communicate with their supervisors, University faculty/staff, and other constituents.
  - a. CDs/ACDs may establish reasonable alternative methods of communication within their building/complex staffs. RAs are expected to adopt and utilize these methods of communication unless securing an exemption from the supervisor.
4. Timely completion of all paperwork related to the RA position including but not limited to weekly/semester reports, program proposals, intention forms, surveys, incident reports, etc.
5. Maintain confidentiality of both private conversations and staff discussions
6. Assistance with special projects (i.e., housing selection, staff recruitment and Selection, Open House, Weeks of Welcome, Homecoming, other residence life/ campus life programs, etc.)

### Student Development and Community Enrichment

1. RAs are expected to play an active and positive role in the development of a dynamic residential community. Positive student contact, promotion of student interaction, creation of an engaging atmosphere on the floor, and availability to residents are keys to success in the RA role. Availability during evenings and weekends is important to community development. Knowledge of student names and regular contact with your residents is required.
2. Maintain a highly visible presence with on-going contact with residents individually and as a community by being approachable and receptive to students.
3. Work with the CAs and residents to establish community standards and accepting responsibility for floor/individual issues
4. Facilitate regular community meetings at the beginning of each semester and as needed throughout the year.
5. Conduct roommate/suitemate agreements with all students at the beginning of the semester.
6. Host social programs on your floor as stipulated by the Residence Life Office
7. Enforce and adhere to all University and Residence Life policies, rules, and regulations, including timely reporting of incidents as directed by supervisory staff.
8. Assist with identifying and mediating interpersonal conflicts while encouraging good communication between students.
9. Make referrals to supervisory staff as needed to other University offices and departments.
10. Help each student attain a sense of self and personal well-being
11. Communicate support for residents without assuming responsibility for the problem or for the decision-making
12. Work consistently to create a civil and respectful atmosphere on the floor by encouraging the development of an environment that is inclusive of the diverse backgrounds of residents
13. Assist in the recruitment and development of student leaders
14. Promote involvement in campus and community social events, particularly on the weekends

## On-Call/Emergency Response

1. On-call is critical to the safety and wellbeing of our students. While on-call, RAs will be the primary Residence Life contact person for students in their assigned residence hall. RAs must respond to and communicate any incident and/or emergency in accordance with policies set forth in the RA Manual, outlined during staff training, and as directed by Residence Life professional staff. RAs are cautioned not to provide emergency assistance for which they are not properly trained.
2. RA on-call begins before the opening and after the closing of the halls each semester.
3. Performance of all responsibilities related to being “on-call” is mandatory. This includes monitoring the on-call phone, remaining in the hall during scheduled on-call, being available for residents at the building desk, and responding to incidents as they arise or are referred to by any University official.
4. RAs are expected to arrive on time for on-call and remain for their entire scheduled hours. During on-call coverage, the RA is not permitted to leave the building unless approved by the On-Call Professional Staff.
5. RAs may not have guest/students sitting desk or performing duty with you who are not current paraprofessionals within your hall.
6. On-call hours are from 5:00 p.m. to 8:30 a.m. Sunday through Thursday and 5:00 p.m. – 5:00 p.m. (the following day) on Friday and Saturday.
7. Desk hours are from 7:00 p.m. to 11:59 p.m.
8. All complaints should be addressed in person, not via telephone.
9. Know and educate residents about the University emergency response protocols and procedures and assume a leadership role in crises.
10. RAs are expected to refrain from activities (both prior to and during duty) that would impair their ability to respond appropriately to a situation while on duty. This includes the use of alcohol and other controlled substances.
11. Please refer to the Residence Life manual to review all On-Call Expectations and Response Protocols

## Emergencies and Disasters

1. Emergencies are unanticipated. RAs are expected to spend the necessary time needed to contact the building CD/ACD during business hours and the On-Call Professional Staff after hours and help resolve the situation.
2. In case of fire (alarms), or other natural disasters, RAs must evacuate their residential area according to the evacuation map, remain on-site, and assist University personnel during emergencies.

## Policy Enforcement and Crisis Management

1. RAs are responsible for addressing residents with issues of illegal activity or inappropriate behavior.
2. Incident reports are to be completed at the conclusion of an event and the On-Call Professional Staff should be notified promptly in these instances.
3. Conduct fall semester health and safety inspections.

## Office Management

1. Assist students with checking in and out of the residence halls.
2. Be responsible for activity in the office area. No individual is permitted in the RA/CA office unless they are a student staff member employed by Residence Life or a professional staff member of Buffalo State University. Homework, computer use, and phone use should be second to servicing student needs.
3. Monitoring, securing, and locking the office and the key box.

## Facilities Management

1. RAs are responsible for overseeing the conditions of assigned areas (stairwells, halls, and rooms). This includes assessing the buildings for trash/furniture concerns, vandalism, and other illegal activity; any suspicious activity should be reported to your supervisor or the On-Call Professional Staff immediately; Incident reports are to be completed in these cases.
2. RAs are required to report all maintenance and cleaning concerns. RAs should complete work orders immediately after identifying a facilities concern. Facilities emergencies should be reported to building CD/ACD during business hours and On-Call Professional Staff after hours. RAs will serve as the initial source for after-hours facilities related issues including work orders and student emergencies.
3. RAs should assist students with completing work orders for issues/concerns happening in their room.

## Custodial and Maintenance

1. RAs are responsible for working collaboratively with custodial and maintenance staff to address concerns. RAs should establish a working relationship with their floor custodial staff member, building custodian staff, and maintenance.

### Key Management

1. The safety and security of our students is reliant upon the responsible use and control of all keys. It is expected that keys will never be misused for inappropriate access to student rooms, restricted administrative offices, or mechanical areas. RAs are expected to follow key control procedures as specified and report any losses.
  - a. The loss or misuse of keys will result in disciplinary action.
2. All keys must be logged out and in. Failure to do so may result in loss of employment.

### Lock Outs

1. Lockout procedures are conducted whenever students are locked out. RAs are expected to complete lockouts in a timely manner and log all lockouts appropriately.
2. Lost keys will result in lock changes for all doors under that keys control and charges will be billed to the staff member who has lost the key(s)