

## **Resident Assistant Job Description**

### **RESPONSIBILITIES:**

The Resident Assistant will be responsible for the development and enhancement of the community and each individual resident under their care and supervision. The position will require that the Resident Assistant be a known, visible and an active resident not only in their given community area of responsibility, but the entire facility as well. The basic expectations will include the maintenance of communications between the residents and Management; the implementation of the policies, procedures and regulations of the facility and participation in any phase of the operation of the facility as assigned by the Resident Director, Managing Director or any Lofts at 136 representatives. The Resident Assistant is expected to provide leadership to all residents and assist in the planning of educational and social activities that will make the group living experience a success. The Resident Assistant is to maintain confidentiality *at all times* and should never discuss any issues with anyone other than personnel having a professional need for the information.

Those applying to be a Resident Assistant must download and review the Desk Assistant job description, you will be required to work at the help desk at least 10 hours a week. The following sections serve as an overview of the responsibilities and expectations of Resident Assistant. The following descriptions are by no means exhaustive and are subject to change as the year progresses.

### **Maintain an environment conducive to the achievement of resident's educational objectives**

- Promote a group living experience conducive to the maintenance of high academics and appropriate social standards
- Know the residents in your assigned area, be known by them and visit each resident regularly in their living area
- Assist in facilitating mediation and resolution of resident conflicts
- Be available to the residents for complaints, room changes and suggestions
- Express resident concerns to Management for further handling, as appropriate
- Commit to personal growth and development and provide that same commitment to the resident and the community as a whole
- Establish behavioral standards and emphasize the concepts of common courtesy for others in the community
- Assume a leadership role in the development of a sense of responsibility for one's actions and promote consideration for the rights and freedoms of others

### **Know and enforce all rules and regulations as listed in the resident handbook**

- Be knowledgeable about community rules and regulations in order to appropriately explain and enforce them when confronting residents and visitors
- Refer discipline matters to the appropriate person through the established procedure
- Submit a report to the Resident Director / Managing Director within 24 hours of all incidents and situations which threaten the health and safety of residents and/or violate community policies and regulations

### **Create a sense of community through creative programming**

- Assist in initiating, planning and organizing programs round Community, Opportunity, Recreation and Environment
- Motivate the residents to participate in the programs implemented
- Submit programming reports, flyers and other material for all events
- Write and assist in the publication of a monthly newsletter
- Attend and assist with all community events/programs as directed by your immediate Manager
- Be involved in assessing the programming needs of the community

### **Administrative Task**

- Complete paperwork and administrative tasks as assigned by Management
- Attend and participate in scheduled meetings
- Check your staff box daily and check-in with the appropriate staff as directed
- Perform tasks associated with the check-in and check-out of residents at the beginning and end of each semester
- Serve as the primary orientation source about the community for each resident
- Participate in on-going training programs
- Promote and encourage resident participation in all community sponsored activities
- Serve as a communication and referral resource on community activities
- Be familiar with and provide information concerning community resources
- Be familiar with, communicate and enforce community policies and procedures
- Keep residents informed of pertinent information and deadlines
- Keep Management informed concerning the community activities, issues, trends, etc.
- Assist with the make ready of units between academic periods
- Coordinate accurate move-in and move-out inventories and unit condition reports
- Be responsible for proper use of any and all keys including master keys and follow the prescribed procedures for these keys
- Perform on-duty functions during regularly assigned office, evening and weekend hours as directed
- Assist with emergency situations and respond on a 24-hour basis, as needed
- Continually conduct inspections of the community and report any damaged or missing property
- Perform miscellaneous duties as assigned by Management

### **Qualifications**

*Ideal candidate will possess:*

- Classification as a student in good standing with your college/university
- Maintain a minimum of a 2.5 GPA each semester
- Planning, organizational, leadership and mediation skills
- Customer service orientation
- Ability to work well within a diverse community of traditional as well as non-traditional students

To apply please fill out and submit the Student Staff Application and attach your resume and submit them to 136 North Division St., Buffalo, NY 14203 or e-mail to [information@136Lofts.com](mailto:information@136Lofts.com)