



2024-2025 RESIDENT ASSISTANT POSITION DESCRIPTION (rev 11/1/23)

The Resident Assistant (RA) is responsible for working closely with other Student Housing Services Staff members to develop and maintain positive residential communities. RAs have the most frequent interaction and direct communication with residential students and, as a result, have a unique opportunity to contribute to the holistic development and education of residents.

The RA position is typically a 20-hour/week position (the hours fluctuate throughout the year). The RA role includes programming, administrative work, community development, emergency response, evening/night duty work, and personal/professional development. The responsibilities require flexibility from the individual in this position. The RA serves as a resource to residents and promotes the values of the Office of Residential Life. The responsibilities listed will be carried out under the supervision of the Residence Director (RD), Assistant Residence Director (ARD), or Assistant Director (AD).

QUALIFICATIONS FOR APPLICATION

1. A minimum 2.5 cumulative grade point average (GPA) at an institution of higher education. The GPA does not round up; any cumulative GPA below 2.5 will not qualify.
2. Must be in good academic, financial, and conduct standing with the University of Hawai'i at Mānoa and Student Housing Services Student
3. At a minimum, sophomore standing at the start of employment preferred.

First-year RAs must be approaching proficiency in the following areas:

- Possess strong oral and written communication skills.
- Ability to work well both individually and in a team environment.
- Possess strong customer service skills.
- Possess strong interpersonal communication and conflict resolution skills.
- Maintain a strong appreciation of and commitment to diversity and inclusion.
- Ability to manage multiple tasks simultaneously.
- Ability to maintain privacy and confidentiality of student records and information.
- Ability to identify and resolve problems using established protocols.
- Ability to be flexible and adapt to changing situations using critical thinking skills.
- Ability to work overnight shifts.

Second-year RA must be proficient in all aforementioned areas listed above in addition to:

- Ability to support first-year RAs transitioning into the position.
- Ability to manage the time commitments associated with the position, academics, and extracurricular activities including but not limited to: a second job, internship, volunteer work, participation in on-campus clubs, etc.
- Communicate proactively in the case of extenuating circumstances that prevent or limit your ability to perform job responsibilities.
- Ability to consistently meet deadlines assigned by A/RD.
- Be an active member who provides assistance and knowledge to staff during meetings and training sessions.

3rd Year RAs and above must be proficient in all aforementioned areas listed above in addition to:

- Lead and facilitate meetings, presentations, and/or projects. Examples of this can include:
 - Present at staff training(s)
 - Facilitate team builders
 - Serve on recruitment committees
 - Collaborate with campus partners



5. Prior residence hall living experience at UHM or at another college/university is preferred. Prior full-time enrollment at UHM or another accredited college or university for at least one academic semester can be substituted for the residence hall living experience.

TERMS AND CONDITIONS OF EMPLOYMENT

Pre-Employment Terms

1. All RAs must attend an orientation session(s) in the Spring 2024 Semester as specified by the supervisor.
2. Must attend and actively participate in all staff training activities that occur prior to the start of each semester.
3. All RAs must complete hiring paperwork before training begins in August 2024.

Employment Period

1. The employment period is for one academic year or the remainder thereof. Employment begins on Monday, August 5, 2024, at 8:00 am and ends at 4:30 pm on Thursday, May 15, 2025, provided that duties are completed.
2. All halls are open for the entire academic year (August to May) and RA services are needed for the entire employment period. Unless leave is granted, RAs are expected to work through holidays and break periods such as winter and spring break.
3. At the end of the employment period, RAs must reapply for the position each year. Employment for the following academic year is not guaranteed and is subject to the returner interview process and the needs of the department.
4. The RA position is considered to be an "at-will" position, and employment may be terminated at any time with or without notice or cause.

Academic Requirements

1. Maintain full-time student status at UHM: 12-15 credits per semester for undergraduate students and 8 credits per semester for graduate students. Any credit load greater than the aforementioned loads must have the prior, written approval of the Assistant Director (AD).
2. Any semester GPA that falls below 2.5 (either semester or cumulative) will result in RA probationary status for the following semester. Failure to maintain a minimum 2.5 semester GPA for two consecutive semesters will result in ineligibility for continued employment. Individuals with a semester GPA below 2.0 may be placed on probationary status or terminated from the position at the discretion of the Director of Residential Life.
3. RAs must notify their supervisor any time their grades are in jeopardy so that the supervisor can help the RA to develop strategies to achieve academic success.
4. GPA verification for all staff members enrolled at UH will be reviewed at the end of each semester. Transfer student RAs will be required to provide a transcript for grade verification at the beginning of their first semester of employment.

Training Commitments/Staff Development

1. Attend all Student Staff Trainings (FALL beginning Monday, August 5, 2024; SPRING beginning January 6, 2025) and monthly RA In-Service sessions.
2. Attend and participate in all training programs including, but not limited to, RA and Community Desk Coordinator training sessions and staff in-service.

Time Commitments

1. The RA position typically encompasses approximately 20 hours of work per week. Though these hours may fluctuate throughout the year, RAs can anticipate their time generally broken down into the following areas:
 - a. Community Development (e.g. 1:1s, informal resident contact, community council, resident follow-up, community visibility, committee work).
 - b. Programming (Funding request, pricing, planning, implementation, evaluation, bulletin boards, building wide events, and late night events).
 - c. Administrative Work (supervisor 1:1, staff meetings/in services and community desks).
 - d. Emergency Response (Respond to resident issues/concerns, complete reports, facilities emergencies).
 - e. Evening/Night Duty (Serve in campus duty rotation, community walks, after-hours response, address student concerns/issues, complete incident reports).
 - f. Move-in and Move-out of both Fall and Spring semesters



2. The RA must be sufficiently available to residents and staff during evening and weekend hours and must be willing to commit a significant amount of time to the position.
3. In emergencies or other critical events, all RAs may be required to provide immediate assistance for the duration of the emergency.
4. RAs will periodically need to be accessible to students via on-call cell phones Saturdays or Sundays during the day
 - a. (8:00am-8:00pm). During this time, RAs may be away from campus, but within a 15-minute response time.
5. The RA is required to attend regularly scheduled staff or area meetings and be prepared with any necessary reports. Hall staff meetings will be on Tuesday evenings from 7:00 pm-9:00 pm; staff cannot make any other commitments on this day/time.
6. The RA is required to implement multiple programs per semester including but not limited to individual, group, hall, floor, and passive programs. All RAs are required to participate in building-sponsored, campus-wide Late Night Programs.
7. Each RA will work on an Student Housing Services collateral assignment or committee. The time commitment involved is dependent on the nature and scope of the assignment.
8. The RA position is considered to be the RAs primary responsibility outside of class and academics. Other activities are to be secondary to academics and the RA position and should be limited in order to fulfill all RA responsibilities. RAs must discuss with their supervisor any other time commitments and in some cases must seek advance written approval. Approval is not guaranteed; an assessment will be made of the individual's ability to balance academics, position requirements, and other activities. Such activities include, but are not limited to:
 - Executive or elected position in any campus organization.
 - Student teaching and internships
 - Marching band
 - Theater programs
 - Participation in Intercollegiate Athletic
9. Employment outside of the RA position is subject to advance written approval by the RD/ARD and AD. At any time that employment interferes with the successful performance of RA duties and responsibilities, the employment privilege can be revoked. RAs are required to work three (3) hours per week at their area's Community Desk.
10. Members of the RA staff are expected to attend several weekly meetings, including but not limited to one-on-one meetings with the supervisor and weekly staff meeting/RA In-Service on Tuesdays from 7-9 pm.

General Terms

1. The RA is expected to serve as a role model and comply with the same policies, procedures, and regulations as residents.
2. Individuals must remain in good academic, financial, and conduct standing with UHM and Student Housing Services.
3. RAs are prohibited from being under the influence of alcohol, illegal substances, and prescription drugs that might negatively impact their judgment while carrying out their RA duties.
4. Hall assignments are made according to administrative discretion. RAs are generally assigned to a hall for a minimum of one semester and a maximum of one academic year. However, staff can be reassigned at any time.
5. In cases where an RA is married or in a domestic partnership, they may be assigned to the Family Housing unit. Housing assignment policies regarding married/domestic partners must be followed. There may be rental charges for additional persons in the household.
6. All RAs are expected to follow standards set forth by the Resident Assistant Position Description, the department/supervisor expectations, the Residential Life Cycles of Supervision, and the Consensual Relationships policy.
7. Continued employment is contingent upon satisfactory position performance evaluation by the supervisor.

RESPONSIBILITIES AND DUTIES

The Resident Assistant (RA) supports the Student Housing Services in the development of community within the residence halls. The specific responsibilities of the RA are as follows:

Community Development and Programming Responsibilities

1. Assist in the coordination and implementation of student orientation and/or welcome programs and activities.
2. Spend a significant amount of time on the floor or in the building area and get to know students on an individual



basis. RAs are expected to be available to assist residents and to maintain visibility in the living area, hall, and the dining facilities.

3. Conduct floor meetings to convey information and to promote discussion of relevant topics. Utilize and maintain bulletin boards and other media to assist in conveying information.
4. Assist in planned community development activities that promote interaction among residents and aid in the development of a positive living/learning environment.
5. Initiate, plan and implement programs with the floor, hall, or area to address the needs and concerns of the residents and to encourage personal, social and, especially, academic development.
6. Support and encourage residents in the development of an effective community council. Attend community council meetings as assigned by the supervisor. Work with residents to establish a positive community.
7. Demonstrate a working knowledge of campus departments, their services, and functions, in order to provide academic and personal support to residents. Serve as a liaison for information and referrals as needed.
8. Act as a mediator in conflict situations when needed (i.e. roommate conflicts, noise disruptions, floor disputes, etc.).
9. Work cooperatively with residents to encourage an environment on the floor or building area which displays respect for the rights and privacy of others and promotes consideration of individual needs in a group living environment.
10. Know and understand the Student Housing Services community standards, and the conduct philosophy of the institution. Inform residents about and explain community standards and the conduct process.
11. Respond to student behavior that is inappropriate and/or is potentially in violation of campus and housing policies and procedures. This responsibility involves confronting the action that is in question, documenting the incident(s) within 24 hours, and utilizing residential life conduct procedures.
12. Demonstrate an appreciation of differences and assist students in developing an understanding of diversity. Foster an environment that actively values the dignity and self-worth of all members of the community.
13. Convey student concerns relating to residential living (i.e. policies, procedures, maintenance, etc.) to the appropriate areas of the Student Housing Services.
14. Serve as a constructive and positive role model for personal behavior and academic pursuits.
15. Maintain appropriate confidentiality and objectivity when working with residents and staff.

Evening/Night Duty and Emergency Response Responsibilities

1. Work in a rotation to provide on-site, after-hours support to Student Housing Services residents. The RA is required to complete a number of evening/night duty shifts each academic year. Shifts are scheduled in advance.
2. Field calls on SHS-assigned cell phone; remain in SHS-assigned building from 8pm to 8am on assigned shift day.
3. Conduct community walkthroughs of assigned student housing areas and/or buildings.
4. Address student concerns and alleged student policy violations.
5. Troubleshoot evening facility concerns, including reporting damages, and performing lockouts.
6. Complete logs and reports to document incidents.
7. Communicate information and updates with residents during shifts.
8. Take the lead in emergency response protocols until professional staff arrives.
9. Maintain regular communication with professional staff and other duty/on-call RAs.

Administrative Work

1. Learn, understand and adhere to all policies and procedures related to housing operations and to RA expectations and responsibilities.
2. Attend supervision and evaluation meetings and other meetings as scheduled by the RD/ARD/AD or the department. Keep the RD/ARD updated on all aspects of your work.
3. Keep the RD/ARD advised of activities, situations occurring on the floor/hall/area, and resident concerns or issues.
4. Perform regularly scheduled work-related tasks.
4. Perform weekly scheduled Community Desk shift.
5. Complete administrative tasks on time and as assigned/needed. This includes, but is not limited to: incident reports, service request forms, room assignment forms and procedures, check-in and checkout forms and procedures, room inventories, and programming forms and procedures.
6. Report concerns related to cleaning, facilities maintenance, and safety.
7. Assist in emergencies such as fire alarm evacuation, floods, hurricanes, power outages, or other crises. In case of an emergency or crisis, all staff members are expected to assist until the emergency is deemed under control.



Other Departmental Responsibilities

1. Support and maintain positive working relationships with other Student Housing Services staff.
2. Represent and support the Student Housing Services in interactions with residents, other students, faculty, staff, parents, and the general public.
3. Check e-mail regularly (at minimum once per day). Respond to all messages in a timely manner.
4. Actively assist with and support system-wide activities/events. Such events include, but are not limited to, UHM recruitment events, orientation events, and Late Night Programs.
5. Perform other duties as assigned by the RD/ARD/AD, and other Student Housing Services staff.

COMPENSATION

All RAs are required to live in the residence halls. RAs are compensated with an hourly rate while serving in the Evening/Night Duty rotation, along with receiving a remission of room and board costs for the duration of their employment. The value of the room and board is not taxable income and is not subject to income tax withholding, social security, Medicare, and FUTA taxes because room and board are provided for the convenience of the Student Housing Services and the University; living in the residence halls is a condition of your employment and an essential factor in the RA's ability to perform their housing duties. All RAs are required to have a meal plan. Any exceptions must be cleared and approved by the Director of the Student Housing Services or their designee. UHM Student Housing Services advises all potential applicants to consult with the Financial Aid Office immediately to determine how this position may impact their financial aid package for the upcoming academic year. The University does not provide tax advice, and any questions regarding individual tax returns should be sought from your own tax advisor before filing an income tax return. Staff should expect a pay lag of approximately 4-6 weeks from the start of the employment period.

All descriptions, responsibilities, qualifications, remuneration, and conditions contained within this document are subject to change at any time with proper notice.