The Resident Assistant (RA) is a live-in student staff member in Residence Life, Department of Housing and Dining Services. The RA assists in supporting the Residence Life Mission - “To create safe and inclusive learning communities that support, challenge, and inspire all students to be ethical leaders and citizens in a diverse society.” RAs are expected to provide strategies for, and assist residents with, transition, multicultural competence, learning, and ethical decision-making.

Under the general supervision of the Summer Residence Director (RD), the Resident Assistant (RA) will have responsibility in community development, safety & security within the residence hall and serving as a resource to the residents. This position is designed to enrich and support Colorado State University through various activities relating to our summer school program and conference guests to campus. Resident Assistants will provide information and programs, be a resource for students and guests, ensure building safety, and present the positive spirit of Colorado State University.

Additionally, this position includes working with diverse groups of guests, students and staff such as non-traditional aged; religiously diverse; veteran, international; people with disabilities; gay, lesbian, bi-sexual and transgender; and people of color.

General Job Responsibilities

1. Training & Development
   A. Must attend all training sessions.
   B. Must attend all required staff meetings, both in-hall and campus wide.
   C. Must work mandatory workdays.

2. Community Development & Programming
   A. Assist residents in establishing community standards and in accepting responsibility for floor/individual issues.
   B. Facilitate community meetings, when necessary and appropriate.
   C. Encourage the development of an environment that is inclusive of the diverse backgrounds of residents.
   D. Confront and document inappropriate behavior.
   E. Mediate conflicts between residents.
   F. Work consistently to create a civil and respectful atmosphere on the floor.
   G. Facilitate events that connect students with each other, based on student and community needs.
   H. Communicate regularly with residents through bulletin boards, postings, floor meetings and informal contact.
   I. Encourage students to utilize campus resources.
   J. Work with other staff to implement programs that meet student’s needs.
   K. Maintain on-going interactions with residents individually and as a community.
   L. Conduct regular conversations with residents individually and as a community.
   M. Maintain a high profile in the hall and floor; be approachable and receptive.
   N. Encourage interaction among diverse students on the floor and in the hall.
   O. Encourage students to utilize campus resources.
   P. Work cooperatively with the INTO and Global Village staff to provide positive student experiences, programming or resolving issues.
3. **Safety & Security**
   A. During emergencies, record and relay information to the appropriate staff members and agencies. This includes, but is not limited to, fire alarms, bomb threats, rescue calls, severe weather notices, and police calls.
   B. Carry a departmental cell phone and share in the responsibility for safety and security of residents through building safety walks while on call (approximately 2-3 times per week). On-call hours are Monday through Friday typically between 7:00 pm and 7:00 am (12hr shifts) nightly and Saturday & Sunday between 7:00am and 7:00pm (24hr shifts). During Saturday & Sunday, as well as University holidays when offices are closed, it is expected that the phone is held during the day.
   C. Serve as a resource of information for students, conference guests, and staff. This occurs via phone & one-on-one interaction and during security walks.
   D. Assume responsibility for informing and educating students on their floor section about their rights and responsibilities as students and hall residents. Communicate residence hall policies and procedures, expectations concerning standards of student conduct at Colorado State University, as well as the possible consequences resulting from a violation of stated policies and procedures.

4. **Front Desk Operations**
   A. While working the front desk staff are expected to serve as a resource of information for students, conference guests, staff or others via phone & one-on-one interaction and while working the front desk.
   B. Strong customer service skills are a necessity due to the amount of interaction with students and guests. Positive interactions with guests help insure the success of the summer school and conference operations.
   C. Maintain informational boards & posting information, etc.
   D. In many cases, the desk staff are the first University employees a guest or student will meet at Colorado State University. Since many guests have never been in Fort Collins before, they will need assistance, information, and directions. A wealth of information about the Residence halls and Colorado State University is located at the front desk, as well as information about the local area. Training is provided.
   E. Record equipment checked out at the front desk, including distribution of linens.
   F. Sort and distribute United States Postal & campus mail, including logging and distributing packages.
   G. Handle all aspects of residence hall keys including ordering lock change’s, key inventories, check-out of temporary keys or other keys to specific rooms in the building, preparing keys for conference check-ins, and process credit card transactions when applicable.
   H. Answer phone calls, take messages and transfer calls as needed.
   I. Work various shifts so the Front Desk can remain open 7:00a.m. – 11:00p.m. daily.
   J. Provide hall and show room tours at 11:00a.m. and 2:00p.m., Monday-Friday at all four show room locations.

5. **Other Duties**
   A. Perform other reasonable duties as assigned by Resident Director, Assistant Resident Director, Housing Assistant and other residence life staff.

**Minimum Qualifications**
1. Resident Assistants must be enrolled at CSU and making progress toward their degree during their period of employment (they do not have to be taking summer courses but are permitted to do so in consultation with the Summer RD).
2. The GPA requirement is a cumulative GPA of 2.75 and semester GPA of 2.5; staffs are expected to meet that requirement and maintain it during their period of employment.
3. Must be in good disciplinary standing with the University and abide by and enforce University rules and regulations.
Preferred Qualifications
1. Previous Resident Assistant experience (but not required).
2. Crisis management and duty experience.

Position Role Requirements
1. Must be available 30-40 hours per week to include evenings, weekends, and holidays during the summer (approximately May 16 to August 9).
2. Resident Assistants must live in the Summer School hall; Room and Board will be provided.
3. Must report for work on time and be willing to work varied shifts as scheduled.
4. Experience working with International students and cross-cultural communication.

Other positional considerations
1. Possess good organizational skills in order to participate in the management of the residence hall desk.
2. Possess strong oral and written communication skills to communicate with students, guests, co-workers, and supervisors.
3. Be flexible and willing to handle a wide variety of tasks in detail-oriented fashion.
4. Be knowledgeable of the Colorado State University campus and the surrounding Fort Collins area.
5. Be creative, organized, and able to handle the stress of working on several tasks simultaneously.
6. Possess a strong commitment to customer service.
7. Possess the ability to work with a diverse group of local, state, national, and international groups.
8. Be professional in actions and attire at all times.
10. Possess the ability and willingness to work as a team member.
12. Have the ability to follow assigned tasks through to completion.
13. Possess basic computer skills and appropriate phone etiquette.
14. Must be willing to work from May 17, 2015 to August 8, 2015; for RAs that will be starting training early August we will work with the RA training schedule/needs/moving to new assignment.

Remuneration
Room & board are provided. $8.00 per hour while working the desk and providing tours.