

Resident Adviser Position Description

The Resident Adviser (RA) is a member of The University of Toledo Office of Residence Life staff directly responsible to the Hall Director of his/her assigned building. The RA is an integral part of The University's effort to meet the educational, social, and emotional needs of students. In all activities, the RA recognizes that service to students is a top priority.

The primary role of RA's is to develop a community on their floors and throughout their building. This is accomplished through the following critical job responsibilities:

- **Relationships** - develop a relationship with each student on the floor and residents throughout the building, and help students adjust to their room/suitemates, floor mates, residence hall and University community.
- **Presence** - be present and available in the residence hall (primarily in the evenings).
- **The Environment** - foster a positive and cooperative environment that is accepting and tolerant of differences.
- **Student Concern** - recognize and assist students with social, personal, academic, and related concerns/needs.
- **Programming** - facilitate the planning of activities and programs based on the needs and interests of residents. Encourage involvement and participation in campus activities.
- **Conflict Resolution** – assist in resolving conflicts, respond to inappropriate behavior, and provide assistance and leadership in emergency situations.
- **Communication** – informing hall leaders of issues or concerns affecting or involving students.
- **Role Modeling** – maintain high personal standards; RAs set the example for students.
- **Awareness** - work cooperatively with building staff team (especially custodians and maintenance personnel) to ensure a clean and comfortable environment.

This is accomplished through the following **administrative expectations**:

- **Duty** – monitoring the environment is critical to the development of a positive community and this is accomplished through duty. Staff may work at the information desk and/or perform rounds throughout the building. Staff members are required to respond between 8pm and 8am. Notify your supervisor and/or the Hall Director on Duty of emergency situations immediately. Duty rotation may require staff to walk outside between buildings during this time frame. Rotates on a regular basis among all staff members.
- **Staff Meetings** – regular time set aside weekly to build relationships with other staff, discuss issues and events happening in the building.
- **Procedures** – a variety of paperwork responsibilities that must be completed in a timely fashion.
- **Training** – organized sessions throughout the year where staff members are taught the skills necessary for the position. Major time commitments are necessary in August and January.
- **Availability** – since being present in the community is critical to success, RA's may not accept additional time commitments (including additional, non-residence life employment) unless approved by the Hall Director.
- **Academics** – matriculation toward a degree must be a priority and RA's are expected to maintain a 2.3 GPA and have an academic load of between 12 and 18 hours.
- Fulfill other RA duties as assigned

Resident Advisers are compensated for their service with:

- **Meal Plan** – fee waiver of \$975 per semester for meals.
- **Room** – fee waiver for room rent for the appointment term.

The Resident Adviser position is an important student leadership position that serves as the eyes and ears of The University of Toledo residential community. Students serving as resident advisers will be expected to know and understand the rationale for University and Residence Hall policies and procedures and enforce them effectively.

TERMS AND CONDITIONS OF APPOINTMENT

I. Time Commitment

- a. The RA position is an academic year appointment beginning two weeks before Fall Semester until the Saturday following final examination week at the end of the following Spring Semester. RAs may be assigned work responsibilities during the break periods when the residence hall may remain open.
- b. The RA will live in his/her assigned space for the duration of the appointment.
- c. RAs are permitted time off 12 nights per semester. Sequential nights off are limited to no more than three per request. Advance approval from the Supervisor is required. Professional and personal reasons count as time off. Overnight absence from the hall will be considered "time off." RAs must be in their respective buildings by 1 AM Sunday through Thursday night, and by 3 AM Friday and Saturday night to avoid an overnight absence.
- d. All RAs will participate in the mandatory spring paraprofessional staff class and in-services as determined by the Supervisor and/or the Office of Residence Life.
- e. **RAs may not accept additional time commitments during the appointment period, unless approved in advance by the Supervisor. If additional employment/time commitments are permitted by the Supervisor, these cannot exceed 10 hours each week. A newly hired RA will not be permitted to hold another form of employment during the first 6 weeks of the first semester as a staff member.**
- f. Student Teaching and Internship possibilities must be discussed and approved by the Assistant Director for Staffing and Training before the RA signs the offer letter.

II. Academic Standards

- a. All RA candidates must have at least a 2.5 cumulative GPA to apply and to gain employment. Cumulative GPAs will be verified during the hiring process.
- b. Once hired (at time contract signed), RAs must achieve a GPA of at least a 2.3 each semester of employment. Semester GPAs will be verified after each semester.
- c. If a current RA Semester GPA falls between a 2.0 and 2.3 during employment, the RA will be placed on Academic Notice. If a 2.3 Semester GPA is not achieved the following semester, s/he faces loss of position. As part of the condition of Academic Notice, the RA will have to follow an academic plan of action as discussed with his or her supervisor.
- d. The Office of Residence Life will only permit one (1) semester of Academic Notice during the course of employment.
- e. Any Semester GPA that falls below a 2.0 may result in immediate loss of position.
- f. A RA is expected to maintain an academic load of no less than 12 and no more than 18 semester hours. Any exception must be approved in advance by the Supervisor and the Office of Residence Life.

III. Disciplinary Standards

- a. All desk and security candidates must be in good judicial standing with the university.
- b. Some disciplinary charges may remove candidates from the application process. All judicial records, past and present, will be reviewed and candidate will be notified of status.
- c. On-campus or off-campus conduct deemed inappropriate for a university staff member which includes violations of the Residence Life Living Guide, the Student Code of Conduct, and/or other University policies may result in termination.

IV. Remuneration

- a. Fee waiver of \$975 per semester for meals.
- b. Fee waiver for room rent for the appointment term.
- c. When the RA is required to be on campus during times not covered by the board contract the Office of Residence Life will provide an option.
- d. If a RA is unable to complete the terms of appointment for any reason (e.g., termination, resignation), he or she will be charged on their University of Toledo bursar account. The amount charged to the bursar

account will be calculated using the amount of remuneration received and the pro-rated portion of unfulfilled responsibilities.

V. Termination

The Office of Residence Life may terminate employment under the following circumstances:

- a. Failure of a staff member to carry out responsibilities and/or terms and conditions of his/her appointment.
 - b. On-campus or off-campus conduct deemed inappropriate for a university staff member, which includes violations of Residence Life, the Student Code of Conduct, and/or other University policies.
 - c. Funding for the position becomes unavailable.
- RAs are compensated for their employment in advance of their duties. Therefore, if an RA terminates his/her agreement or is terminated by the Office of Residence Life prior to the end of the period of appointment, he/she will be required to reimburse the Office of Residence Life for the portion of room and board for which he/ she did not work.

Desk Staff Member POSITION DESCRIPTION

Desk Staff Members are part-time members of The University of Toledo Office of Residence Life staff directly responsible to the Graduate Assistant Hall Director of his/her assigned building. Desk Staff Members are responsible for operating the functions of the information desk in the residence hall and are considered an integral part of The University's effort to provide a safe, secure, and comfortable environment for residents living in the residence facilities on campus. It is expected that they will abide by all University and residence hall policies. In all activities, they recognize that service to students is a top priority.

Job Responsibilities

- a. Serve students and guests, in a courteous manner, who approach the information desk with requests or needs.
- b. Answer telephone and record messages as directed. Forward messages to proper person in a prompt manner.
- c. Sort and distribute mail to student mailboxes or proper location. Complete mail forwarding procedures as necessary.
- d. Check out recreational equipment, vacuums, blue bins, etc., as requested.
- e. Issue lockout and other keys and maintain accurate documentation of all keys
- f. Maintain accurate information in desk log books and files. Update as assigned.
- g. Record maintenance concerns through the online work order system.
- h. Consistently document residents and guests who violate established policies.
- i. Issue forms as directed. Complete administrative tasks and duties as assigned.
- j. Act as an information resource for hall and campus events and functions.
- k. Operate a two-way radio for the purpose of communicating with other Residence Life staff or Campus Police.
- l. Other duties as assigned.

Term and Conditions of Appointment

I. Time Commitment

- a. The Desk Staff positions are an academic year appointment starting one week prior to the opening of the residence halls in the fall semester through the closing of the residence halls in the spring semester. The appointments may be renewed for a subsequent academic year upon successful completion of position responsibilities as determined by the Office of Residence Life.
- b. Staff members will work between 10 hours and 20 hours on the average week. No student will work more than 20 hours per week except during specified break periods.
- c. Staff members are expected to work their scheduled shift. When this is not possible, it is the responsibility of the staff member to seek a substitute to fill the position.
- d. Staff members will be required to attend all scheduled training sessions in addition to all other scheduled meetings as determined by the supervisor and/or the Office of Residence Life.

II. **Academic Standards**

- a. All desk and security candidates must have at least a 2.00 cumulative GPA to apply and gain employment. Cumulative GPAs will be verified during the hiring process.
- b. Once hired, staff members must maintain a 2.00 semester GPA. Semester GPAs will be verified each semester.
- c. If during employment the semester GPA falls between a 1.70 and a 2.0, the Desk Staff member will be placed on Academic Notice. If a 2.0 semester is not achieved the following semester, s/he faces loss of position.
- d. The Office of Residence Life will permit only one (1) semester of Academic Notice during the course of employment.
- e. Any semester GPA that falls below a 1.50 may result in immediate loss of position.

III. **Disciplinary Standards**

- a. All desk candidates must be in good judicial standing with the university.
- b. Some disciplinary charges may remove candidates from the application process. All judicial records, past and present, will be reviewed and candidate will be notified of status.
- c. On-campus or off-campus conduct deemed inappropriate for a university staff member which includes violations of the Residence Life Living Guide, the Student Code of Conduct, and/or other University policies may result in termination.

IV. **Remuneration**

- a. Hourly wage beginning at \$7.30.

V. **Termination**

The Office of Residence Life may terminate employment under the following circumstances:

- a. Failure of a staff member to carry out responsibilities and/or terms and conditions of his/her appointment.
- b. Funding for the position becomes unavailable.