

**Indiana Tech**  
**Office of Residence Life**  
**Resident Assistant Job Description**

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**General Summary**

Resident Assistants (RAs) are representatives of the Office of Residence Life and the Division of Student Affairs. As staff members, RAs are expected to abide by and uphold the values of Indiana Tech at all times. Residence Life and Student Services work together toward achieving the objectives set for Indiana Tech's success, collaboratively with the administrative leadership, faculty, and staff.

RAs are on the front lines of student needs and the residence hall communities and play a key role in making the college experience positive and enriching. The RA position requires self-discipline and control, the power to keenly and accurately observe issues that impact student life, have the resources and knowledge, and the ability to establish good rapport and build relationships. Resident Assistants report to and are supervised by a Residence Life Coordinator and the Director of Residence Life.

**Principal Duties & Responsibilities**

**I. Interacting with Students**

- A. Becoming acquainted and building rapport with each student within their residence hall area.
  - 1. Introducing yourself and initiating familiarity within two weeks of when a student moves onto your wing/floor/area.
  - 2. Conducting floor meetings as needed to discuss issues, ideas, and opportunities.
  - 3. Attending and assisting with activities sponsored by Student Life or Residence Life.
  - 4. Completing the roommate agreements for all rooms in your area within the first two weeks of the semester.
- B. Learning the characteristics of those living on your wing.
  - 1. Observing behaviors and relationships of residents and groups.
  - 2. Being aware of the standards, perspectives, and attitudes of residents.
- C. Assisting students.
  - 1. Knowing and interpreting university and residence hall policies and procedures.
  - 2. Knowing campus resources for student referrals. (i.e., Campus Ministry, Career Services, Counseling, etc.)
  - 3. Observing, assisting, and referring students of concern.
  - 4. Checking equipment in and out when students request.
  - 5. Explaining and upholding kitchen usage policies when relevant.
- D. Upholding residence hall and university policies.
  - 1. Maintaining an atmosphere within the residence halls which is conducive to a successful academic and positive social environment.
  - 2. Supporting and assisting other RAs with policy enforcement.
  - 3. Professionally confronting policy violations and/or unacceptable behavior.
  - 4. Upholding and following up with rules equitably, including with fellow staff.

**II. Administrative Responsibilities.**

- A. Submitting incident reports and work requests promptly.

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- B.
  - C. Completing duty responsibilities as assigned. Included in this responsibility is punctuality in both attendance and picking up/returning RA phones and other technology, and nightly rounds. RAs must wear their name tag when on duty and inform other RAs on duty when arriving for duty. RAs may also be asked to inform other staff of attendance at duty.
  - D. Attending scheduled meetings.
  - E. Being available for required dates, such as the opening and closing of residence halls, as well as all training sessions.
  - F. Assisting with RA pre-selection training.
  - G. Being aware of room change requests and key changes (regularly check roster).
  - H. Performing any other new responsibilities that arise throughout the school year, communicated by the Office of Residence Life.

### III. Programming.

- A. Assisting graduate assistants in planning and organizing major departmental events. RAs will attend and assist staffing all other group or department sponsored functions. Each RA is also required to plan (alone or with other RAs within your building) four (4) events for their floor/area per semester, one per month (subject to change with budget changes).
- B. Planning and posting floor/building bulletin boards. Bulletin boards are to be changed (updated) as scheduled, two per semester. RAs should submit topics and supply lists (if special supplies are needed) prior to the due date.
- C. Planning and posting door tags for each resident at the beginning of each semester.
- D. Submitting supply shopping list at least five business days ahead of time. RAs cannot order anything from any vendor without clearance from the Residence Life Coordinator (amount of notice needed will depend on the item).

### IV. Performing the Resident Assistant responsibilities

- A. Discussing any ongoing performance difficulties with the Residence Life Coordinator.
  - B. Engaging in formal performance reviews in the fall and spring semesters.
  - C. Re-applying for subsequent years of employment as a resident assistant. Contracts for the position are annual and extension of your contract for future years will be based on performance reviews, feedback from residents, and personal motivation to continue.
  - D. Failing to meet performance expectations will be documented and will progressively lead to termination on or after the third occurrence. Typically (though not always), this is based on an academic year; more serious employment concerns may lead to more immediate action. Rehire decisions will take into account job performance.
- Fall Training
    - Fall training takes place prior to fall opening in August. The initial arrival date and the date training starts varies depending on the date of opening. During these training days, RAs will learn the skills and information needed to excel at being a Resident Assistant. Additionally, significant time will be spent forming a new team of resident assistants.
  - Spring Training
    - Spring Training will take place in January prior to spring opening. The date and start date of training will varies depending on the date of opening. During these training sessions, RAs will review the previous semester's wins and losses and how to improve. Other supplemental training will also help improve your abilities as a Resident Assistant.
  - Door Tags
    - RAs will create Door tags at the beginning of each semester for their residents.
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- Bulletin Boards
    - RAs will create two bulletin boards each semester. The first board will be due two days before students arrive in the fall. Subsequent bulletin boards are due midway through each semester and in conjunction with the opening of spring.
  - Programming
    - Every RA will coordinate four programs each semester (average one per month) in response to Residence Life Learning Outcomes.
  - Rounds and Office
    - RAs will have Rounds duty and Office duty multiple times a month. RAs assigned to perform rounds must pick up the “rounds phones” no later than 7:00 p.m. Making a “round” consists of RAs walking the residential buildings and checking every hallway and lobby. These are to occur a minimum of two times per evening. RAs will check in on random rooms across campus and socialize with students. Rounds RAs will be on call from 7:00 p.m. to 7:00 a.m. and will be contacted should a matter of concern arise.
    - Office hours will involve staffing the Pierson office from 7:00 p.m. to 11:00 p.m. RAs are to be available as a resource for residents to ask questions and get assistance. During office hours, RAs are to visit each lobby in Pierson twice to maintain a presence and ensure quiet hours and other policies are upheld.
  - Meetings
    - There will be an all department meeting every two weeks as scheduled. RAs will also be involved with large-scale events (planning and implementation) such as Homecoming.
    - All RAs will help with selection of the following year’s staff as scheduled
  - Calendar
    - The Residence Life Calendar will be sent out at the beginning of each month. It will have important dates, who is on rounds, and who is on office.
  - Breaks
    - It is possible that for some of the breaks, RAs will be required to stay longer. These days will be communicated ahead of time if this happens. RAs are required to stay until the day after commencement in spring.
  - Availability
    - RAs not on rounds or conducting office hours still need to be generally available. RAs are almost always on call for their section or larger issues on campus. RAs are allowed to go off campus and have personal time when not on duty, but RAs must realize that issues requiring their attention can arise at any moment, so being on campus most weekday evenings and at least one evening on most weekends is important to forming an effective community. Questions about how often is enough should be addressed to the Residence Life Coordinator.
  - Performance Reviews
    - Performance reviews are held once a semester. These are conducted in November and April and are intended to help RAs review the work they have done over the past few months. This also give them an opportunity to set goals for the coming semester and gain real world experience.
  - Room Condition Reports (RCRs)
    - At the beginning of the semester, RAs will be required to check your rooms for damages. In addition, whenever a student moves out an RA will need to do an RCR for the room.
  - Community Engagement
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- RAs are expected to know their residents' names and a little bit about each one. Residents should be invited to events and informed of upcoming campus opportunities. When convenient (e.g., in the dining hall) RAs should take the opportunity to introduce their residents to other Residence Life staff including the director, as a point of community pride.
  - Other duties as assigned
  - Support the mission, vision, and strategic plan of Indiana Institute of Technology

### **Measures of Accomplishment**

Determine when annual goals and objectives are set with supervisor.

### **Qualifications**

- Must be a current full-time day student at Indiana Tech's Fort Wayne campus, unless approved otherwise
- Must be able to work in a team
- Must be customer-service oriented
- Must have achieved and maintain a minimum cumulative GPA of 2.50
- Must be culturally sensitive and inclusive of the diversity that makes up our campus community. This includes, but is not limited to cultural, racial, and gender differences
- Must be available to work evenings and weekends as assigned and may not work off campus jobs after 6:00 p.m. Any other university employment involving evening hours must defer to the RA schedule and requests to respond in emergencies
- Must be in good standing as a member of the university community and cannot have a conduct status that is prohibitive to successful job performance
- Must be eligible to work in the United States.
- Must be available for both fall and spring semesters of the given academic year
- Must be available for fall and spring training as determined by ORL leadership

### **Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Additional Information: Indiana Institute of Technology embraces diversity and equal opportunity intentionally. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills. We believe that diversity and inclusion among our employees is critical to our success with respect to educating our students to become global citizens.