Resident Assistant Position Description 2027-2028

The Office of Residence Life is part of the Division of Student Life. The Office of Residence Life staff are dedicated to providing living and learning environments that are compatible with students' needs and consistent with the mission of Chestnut Hill College (CHC). The residence halls afford each student a safe and welcoming place to live to experience academic success and personal growth. Through community building, individual responsibility, and community accountability, we strive to create good citizens for our global community and individuals who will become "good neighbors" ready for "any good work."

Minimum Qualifications

To be employed as a Resident Assistant at Chestnut Hill College, the following requirements MUST be met:

- Be a full-time (at least 12 credits), undergraduate student in good academic and disciplinary standing.
- Have completed at least one (1) academic year of college at CHC.
- Maintain a minimum semester grade point average AND cumulative grade point average of 2.5.

The Roles of the Resident Assistant

Resident Assistants (RAs) are crucial to the success of these goals. RAs work collaboratively with their Residence Coordinator (RC) and other Residence Life staff as representatives of the College to residential students. This requires RAs to have broad responsibilities extending to all areas of the students' physical, social, academic, and emotional well-being. As such, RAs are expected to serve as role models in the community and exercise high moral and ethical standards for their peers.

RAs are expected to perform a range of tasks in this position. These roles all highlight the responsibilities of an RA and the impact the RA position has on residential experience. Below are the minimum expectations of job performance in several key areas of responsibility:

I. Peer Helping & Advising

- Assist residential students with acclimation to the college environment. RAs must be available and approachable for advisement and guidance for their residents, becoming familiar with their interests, needs, concerns, abilities, etc. Maintain a frequent presence on your floor and within your residence hall.

- Develop and maintain relationships with residents based on trust and respect, especially when assisting residents with personal, social, and academic concerns. Be a visible presence in the community to learn about your residents and any concerning impacts on their college experience.

- Uphold the highest level of ethical decision making, integrity, and professionalism at all times. Students and staff members view RAs as trusted resources to confide in regarding personal and professional matters. While RAs cannot promise confidentiality because of reporting mandates in their position, RAs are expected to respect privacy and not discuss matters with other students, peer RAs, or faculty/staff members unless instructed by Student Life staff. This expectation also applies after the RA concludes the position.

II. Community Development

- Identify the unique needs of the floor/hall/community. RAs accomplish this by spending significant time with their residents in the community and the area overall. RAs should involve residents in the process of developing these initiatives through surveys, conversations, hall meetings, etc.

- Plan and implement community development initiatives aimed at fostering togetherness and a sense of belonging. This most commonly involves facilitating monthly educational and social programs, though informal engagement opportunities are also included. RAs receive detailed information about programming expectations during RA training facilitated by the Office of Residence Life staff.

- Create a unique community atmosphere for residents. Utilize creativity skills to develop a hall theme and incorporate visual components of that theme into the hall design, including resident door tags (name tags) and monthly bulletin boards.

- Facilitate floor meetings to communicate important information to residents and strengthen the community connection. Required floor meetings are held at the start and end of each semester to review policies and procedures related to opening/closing expectations. RAs may also hold floor meetings to discuss emerging hall concerns that impact the residential experience.

- Become knowledgeable of campus organizations, campus services, and other local resources, bridging the relationships between residents and campus/community partners. Promote resident involvement with college offices and make referrals when appropriate.

- Support Residence Life, Student Life, and Chestnut Hill College activities and events by promoting opportunities to residents. RAs will have a variety of involvement in these activities as involvement is required with certain initiative.

III. Policy Enforcement and Hall Safety

- Know and adhere to policies and expectations of the Student Handbook and Chestnut Hill College. Additionally, abide by all local, state, and federal laws. Help students understand these policies, expectations, and laws and how to apply them to their lives. Violations of policies, expectations, and/or laws by an RA may result in job action up to and including immediate termination.

- Maintain a community atmosphere conducive to academic success for residents. RAs work in tandem with their residents to create this environment together.

- Address disciplinary situations within the floor/hall. RAs act as first responders with the On-Call Response Team and are expected to confront and document potential policy violations. RAs notify additional members of the On-Call Response Team as appropriate to best provide resident support and resolve incidents.

- Serve as a mediator with individual, roommate, and group interpersonal disputes. RAs facilitate roommate mediation meetings to address disputes, utilizing Roommate Agreements to reach resolution.

- Participate in the Resident Assistant Duty Rotation with their staff. The RA staff shares equally in the duty rotation, providing emergency response and support coverage every night from the day first-year students arrive through Commencement (except when the College is closed).
    - RAs on duty must remain in their residence hall at all times from 7pm-7am on weeknights (Sunday-Thursday) and 7pm-7pm on weekends (Friday & Saturday). On Saturdays and Sundays from 7am-7pm, RAs are permitted to leave their residence hall to care for their well-being needs, including meals using their meal plan, or wellness activities such as physical exercise. These should take no

longer than approximately one (1) hour each to complete. Permission must be granted by the Lead Resident Assistant on Call to ensure RAs on duty are accounted for successfully. If an incident occurs in the residence hall, the RA on duty must return immediately to address the situation in the residence hall. RAs on duty are never permitted to leave campus.
    - RAs on duty must pick up their duty walkie from Campus Security no later than 7pm and be available to respond to any calls during duty hours, keeping the walkie within listening distance at all times. Walkies are returned to Campus Security by 7am on weeknights and 7pm on weekends.
    - RAs on duty conduct three (3) building rounds from 7pm-12am on weeknights and three (3) building rounds from 7pm-1am on weekends. During these hours, RAs are expected to be available in their rooms or common areas of their residence hall with notification posted of where to find the RA on duty if needed. RAs also assist with lock outs when on duty.

- In cases of an emergency (snow closings, floods, natural disasters, blackouts, campus disturbances, special events, etc.), all RA staff members are expected to be available for additional duty as needed/assigned by the Office of Residence Life.

IV. Housing Operations

- Assist in day-to-day building management needs with supervisor, including assessing damage and cleanliness concerns in the community. RAs educate residents about the online work order system for Maintenance, Housekeeping, and Tech/IT concerns. RAs perform frequent checks of their area (both in and outdoors) and complete work orders for all common area concerns, communicating with their Residence Coordinator about issues that could result in student conduct follow up.

- Notify RC of housing change requests from residents, gathering information regarding those requests and any support needed. Help residents facilitate approved room changes by overviewing proper room change procedures and welcoming new residents to the community.

- Participate in all opening and closing procedures for the residence halls. RAs are involved in openings and closing surrounding the start of the year, end of the year, and all breaks across the year, communicating protocols and expectations to their residents. RAs conduct Health & Safety Checks during all closings/breaks and must plan to remain on campus until the following morning to ensure H&S Checks have been completed, including fall break, Thanksgiving break, spring break, Easter break, and fall & spring closing (including graduation). RAs will also have their rooms checked with their RC.

- Educate and support residents regarding annual Housing Selection procedures. Talk with residents about their housing plans and the timeline for selecting a residence hall room. Attend information sessions and housing selection day as determined by Office of Residence Life staff.

V. Administrative Responsibilities

- Familiarize self with all online resources and forms on platforms such as myCHC and Microsoft Office, including duty logs, program forms, incident reports, bi-weekly reports, staff evaluations, etc.

- Participate in Residence Life functions and activities, including RA selection, housing selection, planned fire drills, and large-scale department programs. It is expected that all RAs volunteer time to support their initiatives when the need arises.

- Attend and engage in all required meetings and additional meetings/gatherings as needed:
    - Bi-weekly one-on-one meeting with RC
    - Bi-weekly building staff meeting with RC & RAs from your building

    - Monthly Residence Life All Staff Meeting

- Communicate frequently, transparently, and in detail with staff in Residence Life and Student Life. This ensures our success as a team in appropriate planning throughout the year and responding to situations of concern. It is the responsibility of the RA to communicate special requests when unexpected events or other conflicts arise with Residence Life responsibilities. Failure to keep appropriate staff members informed of important information may result in job action.

- Exercise proper care for all College manuals, identification cards, keys, first aid equipment, and other materials issued by the Office of Residence Life. RAs receive special training and guidance on these matters and must maintain privacy and security with residents.

- RAs reflect on their progress in the position throughout the year. RAs' performance is discussed as part of one-on-one meetings with their RC. RAs complete self-assessments, and residents complete evaluations of their direct RA. These materials are summarized and included in RA evaluations.

Terms of Employment

- The Resident Assistant position is a 10-month role from August 16, 2027, to May 14, 2028. Appointments in the RA position are for the full academic year, contingent upon satisfactory performance. Reappointment in the RA position also depends upon successful application, rehire interview, satisfactory performance, and sustained commitment in the position.

- Compensation for the RA position is in the form of the RA Grant, which equals approximately 91.26% of the full room and board cost for the academic year. RAs also receive a single-occupancy room with private or semi-private bathroom access (RAs with semi-private bathroom access will be able to select their suitemate). Final pay may be held until the completion of assigned tasks at the conclusion of the academic year. Pay may be withheld for failure to complete job responsibilities appropriately. Candidates are encouraged to speak with the CHC Financial Aid staff for additional insight about how the RA Grant would impact your overall financial aid package.

- RAs must return to campus approximately ten (10) days before the fall semester and approximately five (5) days before the spring semester. RAs must also remain on campus until all residence halls are officially closed at the end of each semester. Residence Life training events take priority over all non-academic commitments. For the 2027-2028 academic year, those dates are tentatively set as follows:
    - Fall training begins on **Monday, August 16, 2027.**
    - For winter break closing, RAs must remain on campus until **Saturday, December 18, 2027.**
    - Spring training begins on **Tuesday, January 11, 2028.**
    - For year-end closing & Commencement, RAs must remain on campus until **Sunday, May 14, 2028.**

- RAs must demonstrate punctuality, preparedness, and professional demeanor during trainings, meetings, response to incidents, timely communication with department staff, etc. RAs must also demonstrate strong organization skills with tasks, their residence hall room, etc.

- Positive staff dynamics are essential to success in the RA position. Each RA should establish and maintain positive working relationships with other staff members. Public criticism of other staff members will not be tolerated. Staff differences of opinion should be discussed privately with the involvement of Residence Life professional staff as needed.

- Any outside employment, significant leadership position(s), or other activities, whether on or off campus, must be approved by the Director of Housing & Residence Life. The RA position requires a significant

amount of time in addition to academic pursuits. An RA's job performance will be a primary determining factor in the decision to restrict involvement outside of the RA role.

- RAs maintain responsibility for their behaviors, demeanor, and activities both on and off campus, as well as digitally. As representatives of Chestnut Hill College, RAs should be a positive reflection of student leaders in the campus community and the Office of Residence Life. RAs must be cognizant of the relationships they have with other students that may compromise their integrity in the position. Staff members involved in incidents that jeopardize their positive disciplinary standing with the College will be subject to the student conduct process as a student with their possible job action/dismissal from the RA position.