

Resident Assistant Job Description

The Resident Assistant (RA) position is a unique leadership opportunity granted to a select group of students each year and is vital to the success of both the Residence Life program and the individual residential student experience. This role requires maturity, strong leadership abilities, and a consistent record of academic achievement. As employees of Residence Life, RAs contribute to the mission of Central Connecticut State University by supporting a curricular approach to learning in the residence halls. Through intentional engagement, RAs help foster student development by emphasizing academic success, interpersonal skills, wellness, self-awareness, and societal impact, while also connecting residents to campus resources.

RAs report directly to the Residence Hall Director/Area Coordinator in their assigned residence hall. *The RA position is open to any Central student who is enrolled in a matriculated degree program.*

General Responsibilities

- Demonstrate courtesy and professionalism when interacting with supervisors, fellow staff, students, and their families.
- Support and collaborate with fellow staff members in carrying out Residence Life initiatives.
- Model a positive attitude and behaviors that reflect respect for self, others, and the University—this includes verbal, written, and online interactions, including social media.
- Be proactive in establishing and maintaining positive relationships with residents, especially during their first few weeks on campus.
- Address staff-related concerns directly and respectfully before escalating to supervisors. If support is needed, confidential assistance may be sought.
- Complete all administrative responsibilities on time and as instructed.
- Respond to student concerns promptly and follow up per supervisory guidance.
- Enforce University policies, laws, and procedures consistently and fairly.
- Adhere to all Residence Life policies, including guest and substance use policies outlined in the Student Handbook.
- Check CCSU email frequently and respond to all communications (email, text, Teams, voicemail) in a timely manner.

- Remain on campus at least two weekends per month, including special weekends as designated.
- Sleep in your assigned building during the week, barring approved exceptions.
- Prioritize RA responsibilities over other non-academic commitments. Approval from direct supervisor and the Associate Director of Residence Life for Residential Education is required before accepting any outside commitments (e.g., part-time jobs, athletics, student leadership roles).
- Respond to emergencies or critical incidents as required, including when not officially on duty.
- Perform additional related duties as assigned that align with the responsibilities of the RA role.

Learning-Centered Commitments

- Support residents with personal, relational, social, cultural, emotional, and academic concerns, while maintaining confidentiality, offering referrals, and keeping supervisor informed.
- Establish trust and openness with residents, ensuring they understand the RA role and feel comfortable bringing forward ideas or concerns.
- Avoid all negative or demeaning language about residents, staff members, or partners in any setting.
- Refrain from gossip and maintain professionalism in all interactions.
- Respect supervisor's leadership and maintaining clear, timely communication while professionally giving and receiving feedback.
- Address any feelings of being unheard by communicating directly with the involved staff or supervisor.
- Avoid behaviors that disrupt or undermine the hall staff team.
- Collaborate with staff, Living-Learning Community (LLC) partners, campus departments, and supervisors to resolve interpersonal challenges.
- Abstain from any actions or words that could harm, threaten, or intimidate others.
- Encourage residents to develop and explore their talents, interests, and leadership potential.
- Help residents understand their roles in creating a respectful and inclusive community by utilizing Community Standards.
- Enforce policies fairly, without bias or personal judgment.
- Keep residents informed of hall and campus events through timely posting and updates.

- Use administrative tasks (e.g., Blue Devil Chats, roommate agreements, safety inspections) as opportunities for meaningful engagement with residents.
- Host community gatherings as outlined in the residential curriculum and as directed by the supervisor.
- Participate in and promote major campus events such as Week of Welcome, Open Houses, Accepted Student Days, and campus traditions.
- Actively assess and respond to the needs of the floor and building communities.
- Report community trends, challenges, and learning opportunities to supervisor through regular check-ins and weekly reports.
- Support and attend events hosted by other RAs, Hall Council, Inter-Residence Council (IRC), and attend IRC meetings as required.

Programming Expectations

- Meet all programming expectations and guidelines outlined in the programming model provided by the Office of Residence Life and supervisor.
- Be considerate of the diverse needs and interests of your floor when planning programs. Seek resident input to ensure programming is relevant and engaging.
- Address areas of interest within your floor, building, and community through a variety of programming methods.
- Make equal contributions when collaborating with your staff team on a program.
- Promote all programs using at least two different methods (e.g., email, word of mouth, flyers, bulletin boards, electronic displays, listservs, etc.) at least one week prior to the event, as well as on the day of the event.
- Ensure that residents complete program evaluations at the conclusion of each program.
- Make reasonable efforts to incorporate campus events as part of fulfilling your programming requirements.
- Update floor bulletin boards monthly. Door tags/door decorations are to be updated once per semester.
- Conduct one-on-one check-ins with residents (Blue Devil Chats).

Facilities and Operations

- Educate residents about maintenance and housekeeping roles and resident responsibilities, including the use of the work order system.
- Report facility concerns through work order requests and follow emergency duty procedures.

- Educate residents about safety and security issues in and around the residential communities.
- Educate residents on proper use and function of key card access systems.
- Report emergency situations and enact emergency procedures when necessary.
- Assist in the effort to control damage and theft, posting damage notices, following up on complaints, etc.
- Complete check-in and check-out procedures and, in coordination with the supervisor, help to facilitate room changes in a timely manner.
- Ensure accurate and thorough Room Condition Reports are completed.
- Complete Health & Fire Safety inspections.
- Demonstrate concern for the environment by respecting property, picking up trash, and actively supporting recycling efforts.

Duty

Resident Assistants will participate in a regular duty rotation.

- Weekday duty is Monday-Friday from 8pm-8am.
- Weekend duty is Saturday & Sunday from 8am-8am.
- Must be in assigned residence hall from 8pm-8am, when on-duty.
- Respond to student and building concerns.
- Report incidents to the Director on Duty.
- Cannot work or volunteer for another on/off-campus job while on active or passive duty.
- Remain alcohol and/or drug-free during duty shifts, and for the 12 hours prior to any scheduled duty shift.

Active Duty

- Active duty is 8pm-12am every day.
- Must be sitting in the office/lobby area.
- Must complete a round of the building each hour.

Passive Duty

- Passive duty is from 12am-8am every day.
- On weekends, passive duty is from 8am-8pm.

Disclaimer: Office of Residence Life Consensual Relationships – Resident Assistant Romantic, Dating or Sexual Relationship Policy

- A responsibility of trust is inherent to every relationship between members of the Resident Assistant staff and residents. Resident Assistants must recognize and respect appropriate ethical and professional boundaries in their relationships with residents and peers. Consensual relationships create conflicts of interest and/or the appearance of impropriety and therefore impair the integrity of decisions a staff member may make that affect the resident or peer staff member. Such relationships also contain the potential for exploitation. For these reasons, **no Resident Assistant may enter into a romantic, dating, or sexual relationship with a resident over whom they have direct supervision or a Resident Assistant residing in the same building which the staff member is assigned.**
- Staff members within a residence hall are strongly discouraged from dating another staff member within the hall. Any issues that may arise (either perceived or real) from a consensual relationship between two staff members will be handled on a case-by-case basis. Additionally, staff changes may be made at the discretion of direct supervisor and the Associate Director of Residence Life for Residential Education to remedy issues from the termination of consensual relationships. If an RA is, or is considering, dating another RA in the same building, they are responsible for having a conversation with their direct supervisor. Their direct supervisor will consult with the Associate Director of Residence Life for Residential Education.
- In the event of a violation of this policy, the staff member will be subject to employment action which may lead to discipline including termination. The staff member will be given the opportunity to resign and/or be subject to termination.

Position Requirements

- Must be a full-time student at Central, in a matriculated degree program.
- Must have a cumulative **GPA of 2.5** or higher time of application.
- Must have **30 credits** completed at the start of employment.
- Must be in good standing with the Office of Student Rights & Responsibilities.
- Must be fully health compliant with the university at the start of employment.
- Must be financially compliant with the university at the start of employment.
- Must be registered for classes throughout the entire selection process and for duration of employment.

Monetary Compensation (*subject to change*)

- Room & board (meal plan) waiver
- \$600 stipend/semester

Other Benefits

- Resident Assistants gain experience with the following skills, that employers post-graduation may be looking for:
 - Leadership
 - Time Management
 - Interpersonal Communication
 - Formal Writing
 - Crisis Response
 - Event Planning
 - Budgeting
- 10% off at the bookstore
- Priority registration for classes (after 1st semester of employment)