



## Senior Resident Assistant Core Values & Responsibilities



### JOB SUMMARY

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The Senior Resident Assistant is an undergraduate or graduate student that serves as a link between management and residents, as well as the implementation of policies, procedures, sales and regulations. The SRA is responsible for a broad range of functions in the community and supervision of the RA staff.

The Senior Resident Assistant role is one of leadership, trust, and honor and contributes significantly to the personal growth and development of the staff member and their peers. The Senior Resident Assistant position offers additional opportunities and experiences for effective leadership, supervision, and management (planning, organizing, motivating, controlling, and evaluating).

The Senior Resident Assistant is a student member of the staff who works closely with residents and fellow Resident Assistants. As a staff member, he/she will work to build community, maintain communications between management, residents and RAs, and assist in a multitude of administrative tasks. The Senior Resident Assistant is responsible for the development of a residential community that enhances the total collegiate experience and facilitates resident growth. These goals may only be accomplished through SRA availability on their floors, in their building(s) and around the community. The majority of the Senior Resident Assistant's responsibilities involve direct contact with residents and their RAs. Some of the most important SRA responsibilities are to serve as a role model for their peer RAs and to be available to, and spend time with, all residents living in the community as well as with their respective RAs. Additional responsibilities include maintaining communication between Management, the residents and RAs as well as supporting policies, procedures and regulations.

The roles the Senior Resident Assistant plays fall into several broad categories. The SRA serves as a catalyst to enable the residents to create and maintain a community environment. One of the most rewarding aspects of the job is the opportunity to meet and interact with different types of people and encounter new ideas. It is the expectation of the SRA to become involved with and get to know all of their residents.

### CORE VALUES

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#### **Know and Care For Residents**

Knowing residents well is critical to Senior Resident Assistant success. Promoting ongoing interaction and cooperation is essential to resident satisfaction. The SRA is aware of the feelings, interests, and issues that residents may have and should help as appropriate. The Senior Resident Assistant will be needed as a sounding board for fellow students and their RAs. The SRA will act as a referral and guide students to the appropriate resources when necessary.

## **Build Community**

The total value of a college education can only be realized when a resident involves him/herself in many aspects of the collegial experience (e.g. leadership activities, volunteering, student government). The Senior Resident Assistant raises resident's level of awareness of what is available to them and how to get involved. The Senior Resident Assistant will maintain a high profile at the community and be approachable and receptive. The Senior Resident Assistant will be responsible for helping residents and other RAs maintain connections to the university. The SRA helps residents learn new skills, understand themselves and others, and create enthusiasm and interest at or away from the community. The SRA enriches their collegiate residents' experience.

## **Share Knowledge**

The Senior Resident Assistant is knowledgeable about community policies and University resources. The Senior Resident Assistant plays a vital role in directing residents to the appropriate community staff members. The Senior Resident Assistant provides accurate information about the community to residents. The Senior Resident Assistant is informed and familiar with important services on campus.

## **Promote Learning**

The Senior Resident Assistant facilitates the development of critical life skills, social awareness, and promote an appreciation for diversity among residents in the community. The Senior Resident Assistant fosters personal responsibility through supporting community policies. Resident learning is enhanced through the staff's programming efforts, the SRA's interaction with residents, and by supporting personal accountability.

## **Role Model**

The Senior Resident Assistant is held to high standards of academic achievement and behavior and as a result are considered community leaders and set the example for conduct and attitude. The SRA will observe all community and University policies, rules, and regulations.

## **Embrace Diversity**

An important aspect of promoting learning is demonstrating an appreciation for cultural differences and opposing intolerance and bigotry concerning these differences. The Senior Resident Assistant is committed to assuring fairness for all residents and RAs within the community.

# RESPONSIBILITIES

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## **Terms of Employment**

The Senior Resident Assistant appointments are made for the term (semester, quarter, summer) and contingent upon satisfactory performance and compliance with all policies and procedures. The SRA who is graduating or leaving the institution may remain in their position for up to 30 days after the end of the term or graduation. The Senior Resident Assistant is required to have a signed lease and guarantor form on file. Compensation includes a no cost bedroom and biweekly pay should the SRA exceed the minimum number of required work hours. In addition, the SRA may also receive a biweekly stipend for their additional responsibilities.

## **Availability**

The Senior Resident Assistant is responsible for conducting the resident move-in and move-out procedures, including preparation of move-in packets, room inspections, logging damages and reporting the same to the Community Manager, and supervision of RAs in conducting these important undertakings.

During the first two weeks of the lease term, the SRA is required to be available to assist new residents and RAs and assist in policy enforcement. First impressions are important. The SRA should make the first contact with each student a positive one. The Senior Resident Assistant should make an effort to interact with residents on a regular basis.

The SRA is required to be readily available to assist new residents and assist in policy enforcement. The Senior Resident Assistant should practice an “open-door” policy and should make residents feel comfortable when needing assistance. Thus, the SRA needs to maintain a sense of awareness for the total community (i.e. common areas, visibility in other buildings, etc.).

## **Communication**

The Senior Resident Assistant must maintain lines of communication and serve as a liaison with pertinent departments at the University, at the direction of the Community Manager. At a minimum, these departments include Student Affairs, Public Safety, Housing and Residence Life, Financial Aid and Enrollment Management/Admissions.

Open and frequent communication is necessary for successful community operations. The Community Manager and designated supervisor encourage the SRA to regularly visit the CM's or designated supervisor's office. All administrative tasks that are vital to staff communications (e.g. weekly reports, On-Call reports, Incident Reports, etc.) must be completed on time and reviewed with the designated supervisor.

The Senior Resident Assistant must also maintain communication with residents by posting signs, distributing correspondence and updating social media.

The Senior Resident Assistant is expected to check his/her mailbox on a regular basis. In addition, the SRA should respond to messages promptly and deliver messages to residents as needed. The Senior Resident Assistant is also responsible for distributing and collecting completed forms, surveys, announcements, etc. to all residents as needed.

A SRA who maintains an online profile on social networking websites must do so in a way that does not disparage or criticize the Company, the property, or other staff members/residents.

## **Community Development**

A community refers to a group of people sharing a common purpose, who are interdependent on one another for the fulfillment of certain needs. A community is comprised of students who live in close proximity and interact on a regular basis, who share in defining expectations for all

members of the group and assume responsibility for meeting those expectations. SRAs play a very important role in determining residents' sense of community. Effective community development activities enhance resident satisfaction, preserve and increase occupancy, and decrease property damage.

Senior Resident Assistants is expected to attend and participate in all community-wide programs. The SRA will be responsible for planning, set-up and clean-up of all functions and will participate in the events from the beginning to end. The SRA is encouraged to involve residents in program planning and implementation and should encourage attendance at all events.

### **Grade Policy and Enrollment**

The Senior Resident Assistant should be able to maintain a proper balance between their academic requirements, job responsibilities and personal relationships. The Senior Resident Assistant is required to maintain a cumulative GPA of at least 2.5.

The SRA must be enrolled at least part-time as an undergraduate or graduate student in an accredited area college or university. At least 75% of the enrolled credit hours must be on campus and not online courses. Any online courses must be taken at a local university and be a credit-bearing course. The definition of part-time student status varies from university to university. Management should contact the Office of Enrollment Management or Registrar's Office for full and part-time student status requirements. Enrollment status should be verified prior to offering employment.

The Senior Resident Assistant is required to provide transcripts to the CM at the end of each term to verify enrollment and GPA.

### **Leasing & Customer Service**

The Senior Resident Assistant is responsible for helping the Community Manager and the Leasing and Marketing Manager plan and implement community sales and marketing plan for current and future academic periods. This involves guiding the RA staff in support of this endeavor.

The Senior Resident Assistant shares responsibility for marketing the property. The SRA is expected to be properly dressed and represent the property sales efforts. During the assigned shifts, the SRA must be present in the leasing office at all times and limit personal visits and/or telephone calls. No one is permitted in staff-only areas except other staff members. The Senior Resident Assistant is responsible for representing themselves in a professional manner at all times while employed whether at or away from the community.

### **Leave Requests and Vacations**

If a Senior Resident Assistant is planning to be away from the community for an extended period of time, he/she must fill out a leave request and submit the completed form to the Community Manager in advance of departure. The Senior Resident Assistant is required to be at the community during all check-in and check-out periods and maintain coverage during summer and university break times.

The Senior Resident Assistant is permitted to leave a predetermined number of weekends and overnights in a given term. Only one-half of the entire RA staff may be absent from the property on any weekend. Only a limited number of RAs may leave during key university weekends -- these will be approved for special reasons only. There will be some days when the SRA and RAs will not be permitted to be absent from the property.

### **Maintenance**

The Senior Resident Assistant is expected to take pride in their residents and the community. The Senior Resident Assistant is required to check all units before move-in for any maintenance problems and verify that all keys work in the assigned locks. The Senior Resident Assistant is

responsible for preventing damage to property and for reporting all damages to the CM or designated supervisor. The Senior Resident Assistant should assist in keeping the community neat and clean at all times. The Senior Resident Assistant should help maintain the appearance of their area by removing old flyers, signs, staples, trash, etc. from the public areas.

### **Office Shifts**

The Senior Resident Assistant is responsible for working assigned office shifts. During the scheduled office shift, the SRA may be asked to perform various office duties including filing, organizing and special projects. During office shifts, the Senior Resident Assistant is required to:

- Remain in the office at all times unless a task and/or request requires them to be elsewhere in the community (e.g. apartment tour, lock-out, on campus, etc.).
- Answer the telephone and take messages.
- Give tours and execute leases.
- Be substance free.
- Communicate with professional staff as needed.
- Answer residents' and visitors' questions.
- Manage maintenance requests.
- Secure the office areas.
- Various administrative duties

### **On-Call Shifts**

The Community Manager, designated supervisor and Senior Resident Assistant will schedule On-Call shifts. At least one, or two depending on bed count, RAs are scheduled to be on-call each night after the office closes. The On-Call Senior Resident Assistants is required to:

- Remain at the community and carry the on-call cell phone.
- Conduct periodic rounds of the community.
- Be on time and available during the entire shift.
- Respond to any problems that may arise during non-office hours and contact the appropriate professional staff. Examples of these problems include cleaning unsafe/unsanitary conditions or materials, correcting floods, backing up fellow staff members in confrontational situations, letting locked-out residents into their units, coordinating emergency response, etc.
- Be substance free.
- Find coverage from other RAs if they must leave the property due to an emergency or other RA related issue.

The Senior Resident Assistant may need to adjust their schedule to accommodate on-call responsibilities. On-call can become a positive time for the SRA to be visible and meet other residents.

### **Policy Enforcement**

Through the RA staff and personal involvement as needed, the SRA is responsible for mediating conflicts between residents, enforcement of all community rules and regulations, and the terms of the student lease agreement. It is the SRA's responsibility to stay abreast of the University's Code of Student Conduct, and other policies pertaining to student discipline at the University.

It is the Senior Resident Assistant's responsibility to address violations that cross their path through regular exercise of their duties. Policy enforcement is essential for maintaining a reputable and pleasant place to live.

An effective and skilled SRA will be able to consistently enforce policy, while maintaining the respect of their residents. The Senior Resident Assistant should know all policies and procedures for addressing and documenting policy violations and all inappropriate behavior. The SRA should

also know the procedure for enlisting the assistance of professional staff members in situations involving safety and/or security concerns.

### **Quarterly Inspections**

The Senior Resident Assistant must complete unit inspections for every unit in their assigned area. Unit checks must also be completed before and after any resident checks in or out.

### **Reports**

The Senior Resident Assistant may be required to submit a weekly report as required by their Community Manager. Reports may include residents' suggestions for community improvements, complaints and concerns, as well as observations of Housekeeping, Maintenance, the Office, etc.

### **Staff Meetings**

The Senior Resident Assistant must meet daily with the Community Manager and not less than weekly with the RA staff. Periodic reporting to the Community Manager will be assessed and determined at the beginning of each term.

The Senior Resident Assistant must attend mandatory weekly staff meetings to discuss policies, share information and ideas and complete in-service training with their fellow RAs. The Community Manager, designated supervisor, and Senior Resident Assistant will decide on the staff meeting times. The Senior Resident Assistant should plan on at least an hour or more for each weekly staff meeting to discuss resident problems, review policies, update training, etc. In addition, periodic meetings of the entire RA staff will be conducted with various department heads. Since punctuality affects everyone, it is important that the SRA is on time and prepared for all meetings. The Senior Resident Assistant is expected to promote staff unity and participate in all functions designed to promote harmony and teamwork among the staff.

### **Supervision**

The Senior Resident Assistant is under the direct supervision of the Community Manager (CM), and when applicable, additional guidance, support and representation from the Assistant Community Manager (ACM), Residence Life Coordinator (RLC), Resident Services Manager (RSM), Leasing and Marketing Manager (LMM), Leasing Professional (LP), and Maintenance Manager (MM). Performance will be evaluated during the term of employment. The Senior Resident Assistant is expected to comply with all reasonable requests of their supervisor(s) and other management personnel.

The Senior Resident Assistant is responsible for supervising the RA staff in the execution of the Residence Life Program. These responsibilities include, but are not limited to, planning and attending all community development events. The SRA also promotes, motivates, and is responsible for the leadership, guidance, and coordination of the RA staff.

### **Time Commitments**

The CM or designated supervisor must be made aware of in advance other activities that require the SRA's time away from the community. This includes outside employment, membership in campus clubs/organizations, etc. In the event that a SRA fails to meet the CM or designated supervisor's expectations, the SRA will be asked to make a choice between the SRA job and other employment.

The SRA should be realistic about co-curricular activities and manage their time effectively. The Community Manager may authorize a maximum number of hours per week for outside employment, campus organizations, etc.

### **Training**

The Senior Resident Assistant assists the Community Manager or designated supervisor with planning RA training. The SRA must attend mandatory orientation and training sessions. Training will cover information vital to the success of the entire Resident Assistant program. Training

includes the AD in Leasing degree, team-building activities, procedural training, conflict mediation, etc. The Senior Resident Assistant is required to actively participate as a group leader, facilitator, and staff member, attend all activities and to be on time for all scheduled events.

**Miscellaneous Responsibilities**

The Senior Resident Assistant may be called on to perform additional responsibilities as needed. The Senior Resident Assistant is required to assist during emergencies such as power outages, storms, etc. As much advance warning as possible for these situations will be given, but the SRA should be understanding and flexible during emergency situations. After proper training, the SRA will be responsible for assisting professional staff in working uncovered office shifts, manual labor as necessary, emergency situations, and all other items as assigned and as needed.