

## **Description:**

The Resident Assistant (RA) is a registered full-time student who lives and interacts with his or her peers in a residence hall. The RA actively participates in the development of a comprehensive residential life program.

The RA position, due to its live-in nature, requires a willingness to be called into service at day or night in order to meet students' needs as they arise. The RA will function as a resource, friend, and peer advisor to residents. Therefore, availability, consistency, and interpersonal skills are of the utmost importance.

The RA is expected to serve as a role model and abide by all University and Residence Hall policies. The RA is expected to adopt the goals of maintaining a safe, secure, and comfortable living/learning environment. As a role model and a programmer, the RA is further fulfilling the University's mission for education and service as well as maintaining good academic standing and continuing full-time student status.

The duty of a RA starts at least 7 days prior to the beginning of the semester (or depending on the dates of the Orientation Program for every fall semester) and ends after one week following the official end of the semester. If for some emergency circumstances the RA concerned cannot report to duty as prescribed, he/she must obtain the permission of the head resident (HR) in advance.

## **Eligibility:**

In order to be eligible to apply for a Resident Assistant position, applicants must be: 1) full time students; 2) not on full scholarship 3) dorm residents for two consecutive semesters at the time of the application. For students who enter as freshmen, they should have also completed at least one semester in their major; 4) in good academic standing; and 5) have no disciplinary action on their records. Good academic standing and clear disciplinary records must be maintained during the employment period.

## **How to apply:**

The application will be posted online on specific dates that will be announced by the office of student housing. You will receive an email to confirm when your application has been submitted. As a first step, eligible applicants will be interviewed by the HR and the SHC. After that, the list, that includes all comments/recommendations of HR and SHC, will be submitted to the dean who might choose to meet with the applicants for final decision. Interviews are conducted in April and the final selection is usually announced in May. You also need to complete the online Work Study Program application on semester basis link: <https://www.aub.edu.lb/SAO/Pages/Work-Study-Program.aspx> or else none of the extra hours will be paid for.

## **Contract details and benefits:**

The contract is on annual basis and must be signed at the student housing office

Performance is evaluated at the end of each semester

Contract may be terminated at any point throughout the semester if the RA is found to be negligent in his/her duties.

The student housing office covers 50% for the selected RAs accommodation fees for double occupancy rooms or 50% semi-private rooms at NWDs, Penrose, and Off campus residence. The RA

needs to complete a total of 30 contract hours per month during fall, spring, and summer. Any additional hours, not exceeding a total of 80 hours, will be paid for as per the rate defined by the Work Study Program.

## **Responsibilities:**

The student housing team consists of full time professionals and part time student leaders. The entire team is committed to providing a supportive and intellectually stimulating residence environment for all residents. RAs are major players in our team whose aim is to foster a sense of belonging, provide healthy living and learning environment, and provide a smooth transition for new students into university life. The RA is expected to carry out a number of functions that include but not limited to the following:

- 1. Ensure that residence policies are upheld, and respond to policy violations and emergencies as they arise**
  - a. Have a solid understanding of the university and residence hall's policies.
  - b. Respond to students who violate policies or regulations and document those incidents in a timely manner via email
  - c. Ensure all policy violations are pursued in a consistent and fair manner.
  - d. Report all potential behavior management situations to the (HR) and student housing coordinator. (SHC) including facts
  - e. Approach tense situations in a calm manner and treat residents with respect at all times. In addition, recognize when situations warrant the intervention of the head resident, protection office, building supervisor or any other staff.
  - f. While on duty, the RA must be present in the dorm and must make sure that the residents know how to reach him/her if outside his/her room. Since there is a team of 3-5 in every dorm, it is the responsibility of the RA team to prepare a schedule in advance especially during the holidays and to share it with the HR which will be also posted on the shared folder at the PC of every reception. There must be no room for surprises or sudden decisions to travel. It is your responsibility to manage your time and plan your agenda.
  - g. **Responsibility for the spare room keys:** the RA must not at any point delegate this responsibility to anyone who is not an authorized staff (authorized staffs are dorm receptionists, building supervisor, night monitors, or fellow RA's only).
  - h. **Room access and getting locked-out:** the RA must always make sure to give the spare key to the room occupant/s only with no exception whether to parents or friends. Unless the resident puts the request in writing through AUB Email, the room will not be opened. *Every time the RA gives a spare key to an occupant he/ she must take his/ her ID, note it down on the locked-out register and must make sure that the key is returned within 5-10 minutes. Residents who do not abide by this requirement must be reported the same day.*
  - i. **Guests of the opposite gender:** residents can receive their guests in the lobby only. RA's are not authorized to give any resident permission to take a guest of the opposite gender to his/her room. It is the responsibility of the resident to secure permission from the Head Resident or our office during working hours. Residents who fail to comply must be reported.
  - j. **Overnight guests:** It is the responsibility of the resident to secure permission for an overnight guest from our office 2 days in advance. The RA is not authorized to give such permission nor contact us or the Head Resident outside official working hours. Non-resident guests you find in the dorm after midnight must be reported to our office.

**k. Taking out equipment/furniture:** It is the responsibility of the resident to secure a written permission from our office in advance. The RA is not authorized to give such permission nor contact us or the Head Resident outside official working hours.

**l. Laundry use orientation:** Considering the amount of damage this service is being subject to due to vandalism, ignorance or neglect, every RA team is expected to organize orientation sessions to their residents during the first two weeks of the semester.

## **2. Act as a role model of respect for self, others and the community**

a. Refrain from behaviors that would undermine your position of leadership.

b. Respect the dignity and diversity of each resident and encourage the same from others

c. Create an inclusive atmosphere and promote a sense of belonging to the floor/hall and university at large.

d. **Student monitors:** the RA's are expected to observe the Student Monitor Code of Conduct and must report irregularities/violations displayed by the student monitors (in writing to HR & SHC) so corrective actions. Every RA, on his/her duty day, is required to make sure that the monitor has shown up to duty. The reception desk should never be left unattended.

## **3. Maintain a line of communication and manage administrative duties**

a. Attend all meetings called for by the head resident or the housing department.

b. Assume on duty shifts according to schedule.

c. Communicate regularly with the head resident and the coordinator of student housing about happening on your floor.

d. Maintain confidentiality about job-related issues.

e. Maintain objectivity in all situations.

f. Communicate positively with residents and staff.

g. **Relationship with the residents and staff:** as the RA's are expected to deal with various students and staff members, they must make sure to use proper language under any circumstance. In the event of disagreements or irregularities, the incident must be reported in writing reflecting the facts and witnesses if any to the HR and us.

h. Initiate, support and enforce safety and security policies and programs.

i. Respond to emails in a timely manner.

j. Attend mandatory training/workshop sessions.

k. **Checking of service facilities:** on his/her assigned duty day/s every RA must perform regular checking of the lobby, study areas, laundry room, computer room, and kitchenettes. In case of irregularities or violations, a written report must be sent to the HR and SHC. *Examples of such violations:* eating at the computer terminals or reception desks, failure to clean up following having meals or the like, gatherings at the desk, failure to lock up the laundry room, smoking, presence of a guest unaccompanied by a host, forgetting the ovens on, violating the laundry schedule, non-resident using our services without prior permission, disruptive behavior, etc.

l. **Protection office:** The relationship with the Protection Office is restricted to emergencies i.e. an emergency could involve cases where the safety of the students or building is at stake. For matters involving the absence of the night monitor, problem with room keys, major malfunction (electricity, leak, bursting pipes, flooding, etc). You must immediately contact the Head Resident (HR on call via pager during weekends or holidays); check RA job responsibilities & expectations for more information

#### **4. Foster community atmosphere**

- a. Help residents adjust.
- b. Establish and develop relationship with residents. Interact regularly with each member on your floor.
- c. Coordinate and facilitate weekly or biweekly floor meetings.
- d. **Activity calendar/community spirit:** every RA team must adhere to an activity calendar which must be accomplished during their term. Failure to meet these obligations would affect the contract renewal for the following term. Any activity should be discussed with the HR and approved by Student Housing office.

#### **Reporting channel**

1st level: Head resident

2nd level: Student housing coordinator (SHC)

***Note: The above performance standards are at the foundation of your work as RAs. There will be other aspects/cases which you will learn on the job. Always remember to ask us when in doubt.***