

POSITION OVERVIEW

A Resident Assistant (RA) is a student employed by the Department of Residential Life to live in a residence hall and work as part of a staff team in order to build a positive living and learning environment and community experience for residents. An RA serves as a liaison between the residents of the community and the Department of Residential Life. The RA reports directly to the Residence Coordinator (RC) and Graduate Residence Coordinator (GRC).

An RA is expected to know the residents in his or her community on a personal basis and to advise individuals and groups of residents on academic and personal matters. Each RA is expected to create and encourage activities and programs that enhance community and meet residents' personal and academic needs. The RA serves as a role model for students in every aspect of University life and is expected to know various campus resources available to students.

QUALIFICATIONS

- Be in good academic, financial and conduct standing with the University.
- Have a minimum cumulative GPA of 2.5 and a minimum previous semester GPA of 2.5 (if the cumulative or semester GPA is below minimum requirements, the applicant is ineligible for selection).
- Current and/or previous RA experience in the Department of Residential Life.
- Enrollment for the Fall 2022 semester as a full-time student (applicant must also have been registered full time for spring 2022).

CONDITIONS OF EMPLOYMENT

- The term of appointment is for the summer only. Employment is tentatively scheduled for Monday, May 16, 2022, through Saturday, July 31, 2022. Limited employment may be available outside those dates. Summer staff may tentatively begin moving Monday, May 16, 2022.
- RAs must be committed to Residential Life and Education for the entire contracted period.
- RAs are expected to work through University holidays such as Memorial Day, the Fourth of July, etc.
- If enrolled in summer classes, RAs shall not accept additional employment on or off campus during the appointment.
- RAs who leave their position before their contract has ended will be charged back for private room compensation.
- Complete a 20-hour work week, depending on scheduling. Work schedules vary from week to week to include morning, afternoon, evening, overnight and weekend shifts. Schedules will be determined by the Residence Coordinator(s) responsible for summer term housing.
- RAs shall complete all training programs and weekly meetings required by the Department of Residential Life.

DEPARTMENTAL AND UNIVERSITY REQUIREMENTS

- RAs are expected to understand and follow the 2021 position description requirements.
- RAs are expected to follow all federal, state, and local laws.
- RAs must be over the age of 18 by the start date of the position.
- RAs are expected to abide by the rules and regulations of Louisiana State University and the Department of Residential Life, including but not limited to those outlined in the Code of Student Conduct, the Academic-Year Contract, the Living on Campus Handbook, and all policy statements and permanent memoranda rendered by Louisiana State University.
- RAs are expected to remain in good conduct and financial standing with Louisiana State University and the Department of Residential Life throughout the tenure of the RA's employment.

COMPENSATION

- RAs will receive a stipend of \$900 for the summer term.
 - When an RA is unable to work for more than three (3) days of a pay period, their pay will be altered accordingly.
- RAs will be assigned to a private room (when available). Residential Life reserves the right to assign an RA a roommate(s) if needed. Consistent with the Academic-Year Contract, this agreement is for a space within a residence hall, not a specific building. The Department of Residential Life reserves the rights to move residents, including RAs, to meet its responsibilities to students.
- RAs should investigate the impact their compensation may have on their financial aid and scholarship packages. Federal law requires that the University consider the value of the compensations RAs receive as a resource. Therefore, the Office of Undergraduate Admissions and Student Aid and Scholarships must take into account the amount of the RA benefit when determining eligibility of need-based aid.

ADDITIONAL EMPLOYMENT

- Per University Policy Statement 33: Student Employment, RAs are ineligible for additional on-campus employment.
- Additional off-campus employment is discouraged; however, requests on a case-by-case basis. Employment must be approved by the supervisor(s) prior to accepting the employment and cannot exceed a total of 20 additional hours per week.
- Preference will be given to employment required by or related to the RA's major course of study as approved by the appropriate supervisor(s) prior to accepting employment.
- If an RA is placed on disciplinary or academic probation status as an employee, any additional outside employment that has been previously approved may immediately be revoked.

CUSTOMER SERVICE RESPONSIBILITIES

- Be knowledgeable of and able to effectively use customer service strategies.
- Utilize customer service strategies to enhance guest satisfaction.
- Be familiar with campus and community resources and services.
- Present a positive image of LSU through appearance, pleasant demeanor, helpful disposition and responsive attitude.
- Utilize resources to effectively manage customer service situations.

ADMINISTRATIVE RESPONSIBILITIES

- Attend and participate in all required staff meetings and training sessions.
- Serve on call as part of the rotation in summer housing.
- Be knowledgeable of summer housing operating procedures and philosophies, as well as Residence Hall policies.
- Be knowledgeable of emergency procedures, confrontation methods and crisis intervention techniques.
- Be prompt and prepared for every work shift, meeting, and training session.
- Assist in check-in for summer move-in and short courses.
- Maintain accurate records of all activities and transactions which occur during scheduled desk and on-call shifts.
- Perform room inspections upon departure of guests and communicate damages appropriately.

POLICY ENFORCEMENT, REPORTING OF VIOLATIONS AND ROLE MODELING RESPONSIBILITIES

- Know, abide by, and serve as a role model for all University and Residence Hall policies in word and in action.
- Advise students of and encourage adherence to Residence Hall rules and regulations as outlined in the *Living on Campus Handbook* and Code of Student Conduct.
- Appropriately confront students when necessary to hold them accountable for their behavior.
- Report all violations of University rules, regulations and policies, even if the problem has been resolved.
- Utilize appropriate pathways for confrontation of higher-level violations (i.e. LSU-PD, RC On-Call).
- Immediately communicate and document infractions of University and Residence Hall policy.
- Wear proper attire for check-in, check-out, desk shifts and on-call shifts.

TIME COMMITMENTS AND EXPECTATIONS

- RAs are required to live in the residence hall or apartment community to which the RA is assigned.
- RAs are required to participate in a weekly staff meeting; determined by the availability of their summer supervisor.
- RAs may be expected to work through University holidays including, but not limited to: Memorial Day, July 4th Weekend.
- RAs are expected to remain on campus during certain time periods including, but not limited to:
 - Summer Transition Housing: May 10 – 24, 2022
 - Summer Occupancy Opening: May 21 – 24, 2022; July 1 – 5, 2022
 - Summer Occupancy Closings: May 28 – 31, 2022; June 27 – 30, 2022; July 29 – August 1, 2022
- RAs are expected to sleep in their community. RAs who will be out of their community overnight must notify the appropriate supervisor.
- RAs are required to participate in all departmental training, including team development activities, and any assigned video and online trainings and certifications required by the department or the university.
- RAs will not be allowed to enroll in summer intersession courses that overlap with fall training if they are continuing into the role in Fall 2022.
- RAs are considered essential personnel in the case of a disaster, such as a hurricane, and will be required to remain on campus and perform RA responsibilities and other duties as assigned.
- RAs are required to participate in weekday, weekend, and holiday on-calls as deemed necessary by the appropriate supervisor(s).
 - On-Call shifts require staff to be present and remain in their assigned community.
 - On-Call shifts require availability from 7pm to 7am on weekdays and 7pm to 7pm (24 hours) on weekends, holidays, and days when the university is closed.
 - On-Call shifts include the participation and completion of rounds in conjunction with the departmental On-Call Policy.
 - RAs may be expected to work uncovered desk shifts within their community during the hours of On-Call.

- The RA position is considered the RAs primary responsibility outside of class and academics. Other activities such as clubs and organizations are viewed as secondary to academics and the RA position. These activities should be limited in order to fulfill all RA responsibilities and are subject to approval by the appropriate supervisor(s).
- Involvement in extracurricular activities, such as holding executive board positions, serving in an elected position in a student organization, etc. are subject to approval by the appropriate supervisor(s).

DEPARTMENTAL RESPONSIBILITIES

- Job assignments and placements may be fluid given the COVID-19 pandemic and our evolving response. Assignments will be revised at the sole discretion of the Department of Residential Life.
- Represent and support the Department of Residential Life in interactions with students, faculty, staff, parents and guests.
- Assist in emergencies such as fire alarm evacuation, floods, hurricanes, power outages or other crises. In case of a crisis, all staff members are immediately on-call. RAs are considered essential personnel during University crises.
- Participate in teambuilding activities to maintain a positive and productive team attitude among the summer RA staff.
- Provide assistance to other employees of the Department of Residential Life and other University employees and officials performing certain administrative duties as deemed necessary by the Department of Residential Life.
- Job assignments and placements are assigned and changed at the sole discretion of the Department of Residential Life.

EMPLOYMENT ACTION, RESIGNATION AND DISMISSAL

- At the sole discretion of the Department of Residential Life, an RA may be dismissed immediately for various reasons, including but not limited to violations of the Employment Agreement, Code of Student Conduct, the Living on Campus Handbook, the Academic-Year Housing Contract, and federal, state, and local laws.
- The student conduct process is a separate process from the employment process. Employment decisions will be made separate from findings in the student conduct processes.
- Before any disciplinary action is taken, thorough and timely investigations utilizing the outlined departmental progressive discipline process will be conducted by the appropriate professional staff, thus, all disciplinary decisions, up to and including dismissal are final, and no appeals will be granted for such decisions.
- RAs who fail to comply with department and supervisory expectations, trainings, and guidelines as outlined will be subject to the student staff progressive discipline process.
- RAs who resign in the middle of the employment agreement contract dates will not be considered in good standing and will not be eligible for rehire processes. RAs who do not remain on campus will be assessed the Rent Penalty Fee applicable as outlined in the Handbook.
- RAs that resign or are dismissed will be reassigned to an available residence hall room outside of the community in which they served as an RA, if they desire.
- Upon termination of this agreement, all manuals, keys, emergency supplies, identification badges, and other issued materials must be returned to the appropriate supervisor(s). Materials not returned or lost will result in a charge for the cost of a replacement or lock change.

I, _____, have thoroughly read the Residence Life & Education Summer Assistant position description and agreement document and will abide by all of the conditions of employment and perform my job responsibilities to the best of my ability as a Residence Life & Education Summer Resident Assistant for summer 2021. I understand this document serves as a binding agreement between me and the Department of Residential Life.

Employee Signature

Date

I certify that I am at least 18 years of age at the time I have signed this document.

First Name: _____

Last Name: _____

LSU ID: _____

PAWS ID: _____

Birthdate: _____