



RESIDENT ASSISTANT-101 EXPECTATIONS

The Resident Assistant (RA-101) is a paraprofessional member Steve Brown Apartments (SBA) residence life staff and a team member of the Campus Connect program. Resident Assistants are selected for their ability to communicate openly and directly with fellow students, to facilitate a sense of community among residents, to uphold and abide by SBA policies and procedures, and to serve as a resource for students. Resident Assistants –101s) play a vital role in creating a positive community living environment and the quality of their efforts directly impacts the quality of life experienced by all members of the SBA community.

The Resident Assistant-101's primary duties consist of planning and implementing programs for residents, aiding in the administration of the community, and acting as a resource person for students. The individual who accepts this position must be an energetic, positive, assertive, sensitive, and resourceful person who interacts well with others.

Professional Expectations:

SBA Core Values

All Campus Connect RA-101s should know, understand, and fulfill the responsibilities of their position in alignment with the Core Values of Steve Brown Apartments. These values provide a framework for all Steve Brown Apartments employees and provide a shared vision for ideal resident relationships. The Core Values include: community, respect, integrity, diversity, and profitability.

Community: Resident Assistants are the primary facilitators of a community environment within their Campus Connect property and this community should reflect the Core Values of Steve Brown Apartments while striving to provide social and academic integration within the greater UW community, their respective Campus Connect community, and in their relationships between residents. A-101s must be able to serve in the following community development capacities:

- Provide a safe and inclusive environment for all residents of their Campus Connect community
- Develop strong, supportive communities that empower and encourage residents to establish relationships with one another
- Actively know all of their residents and form a unique relationship with each
- Role model appropriate community living and active citizenship in the greater UW community as well as within the Campus Connect program
- Facilitate dialogue and take appropriate action when addressing destructive or disruptive behaviors within the community.

Respect: Employees of Steve Brown Apartments create a respectful environment where residents feel their needs are met and fulfilled beyond their expectations. Furthermore, RA-101s should encourage a respectful and trustworthy work environment by valuing the opinions, ideas, and suggestions of their co-workers and Campus Connect teams. RA-101s uphold the value of "respect" in the following ways:

- Maintain an engaging relationship with each of their residents that ensures a Resident Assistant is aware of the social and academic lives of their residents.
- Provide an environment that encourages informal discussion on sensitive issues and current events that enhance the growth of residents in a safe, constructive venue.
- Foster a sense of community responsibility that creates a living environment that is courteous and mutually respectful. Resident Assistants play an enormous role in creating a shared sense of responsibility between all residents that enhances a

community that is accountable and respectful of quiet hours and the need for a healthy studying environment.

Integrity: Steve Brown Apartments employees conduct themselves in an honest and ethical manner at all times. RA-101s are expected to own their action and be accountable for the mistakes they make, while learning from their experiences. RA-101s are prepared to demonstrate their personal integrity in a variety of areas:

- Taking responsibility for overcoming challenges in their community and maintaining the integrity of their community environment, even when required action may not directly relate to their position or job title.
- Knowing and living within the provisions of the Campus Connect Lease Agreement and the Community Rules and Regulations.
- Communicating, in a positive way, the Steve Brown Apartments policies and rationale behind policies to residents, while creating shared behavioral expectations for the community.

Diversity: Campus Connect and Steve Brown Apartments strives to create communities in which residents are mutually respected and appreciated by all community members. Through shared community experiences, an understanding and desire to recognize the importance of diversity in a living environment will hopefully be achieved. RA-101s play a crucial role in this by:

- Consistently striving to increase their individual awareness and knowledge of diversity and issues surrounding privilege and oppression.
- Promoting the core value of diversity through multicultural and diversity-awareness programming that is educational and engaging.
- Actively fostering inclusive Campus Connect programs that are safe and free from harassment.
- Supporting students of various backgrounds; including, but not limited to racially/ethnically diverse backgrounds, religious backgrounds, and students who identify as lesbian, gay, bisexual, or transgender (LGBT).
- Educating themselves and their communities on campus resources available for LGBT students and students of racial and ethnic minorities.

Profitability: Steve Brown Apartments is a company that must continue generating a profit for the sustainability of the organization. RA-101s help ensure the viability of the company in the following ways:

- Being aware that they are inherently providing a service, and must care about the products they are providing and do their part to maintain them and the company's image.
- Portraying a positive image of the company to the community with his/her daily appearance and interactions.
- Anticipating the needs of his/her customers and strive to provide unexpected service to delight.
- Work within the framework of the residence life budget.

Job Responsibilities:

Position Overview

The position of Resident Assistant-101 is dynamic and requires a diverse and flexible skill-set to achieve a successfully thriving community. Despite the variability in the position's demands, there are five major areas that should be constant regardless of specific Campus Connect community needs. These include training and staff development, administrative tasks, programming, on-call and emergency responsibilities, and discipline and personal conduct.

Training and staff development: Proper training is key to a successful Residence Life Program. All RA-101s are expected to attend and participate in a week long training session held approximately two weeks prior to the fall semester and another training session one week prior to the beginning of the spring semester. These training sessions are important and attendance is mandatory. Required dates will be provided prior to the

signing of the Residence Life Agreement t. Failure to attend this could result in a repeal of job offer. Specific responsibilities in this area include, but are not limited to:

- Weekly attendance and participation in staff development meetings.
- Semester performance evaluations with the Residence Life Coordinator and Community Manager that determine educational reimbursement denomination and offer opportunities for improvement.
- Soliciting resident feedback through performance evaluations at the end of the each semester.
- Maintaining a positive working relationship with staff members and actively participate in team-building activities and retreats.

Administrative tasks: There are numerous administrative responsibilities that must be completed by Resident Assistant – 101s in a timely manner. These tasks ensure the effective communication of all residence life staff members and the streamlined execution of the Campus Connect program. Specific responsibilities in this area include, but are not limited to:

- Maintaining the professional and organizational image of the Residence Life Office.
- Assisting in the recruitment and selection of new staff.
- Cooperatively scheduling with other Residence Life staff to ensure complete nighttime and academic-break coverage.
- Completing all necessary move-in procedures including: room check-ins, family greetings, roommate contracts, etc.
- Designing and updating bulletin boards and door decorations quarterly, at least twice each semester.
- Contributing one written piece to the Campus Connect newsletter each semester
- Keeping resident rosters up-to-date and accurately reflecting all move-outs and room changes.
- Assisting in the compilation and maintenance of the Campus Connect Class Connect program.
- Securing all keys issued, including individual and master keys, fobs, and cards; complete compliance of the access policies and procedures must be maintained.
- Maintaining a safe environment by reporting all facility and equipment maintenance needs and any housekeeping issues.
- Respecting and upholding the confidentiality of personal communications and resident concerns.
- Holding a minimum of four (mandatory) neighborhood meetings with residents including one on the first night of residence each semester.
- Working closely with the Residence Life Coordinator and following the directives of all Steve Brown Apartments management.
- Remaining on duty as schedule until the properties are officially “checked-out” each semester. This applies for all academic recesses, holiday weekends, and move-out proceedings at the end of the academic year.

Programming: The primary goal of programming within the Campus Connect properties is that it be diverse, relevant, and engaging. Programming should cover a variety of topics, enhancing the academic and social environments of the communities. Our vision for overall student involvement is that each resident finds a venue in which to connect—either in our program or in the greater University of Wisconsin community. Specific responsibilities in this area include, but are not limited to:

- Each RA-101 must coordinate and execute 1-2 programs per month and in collaboration with other members of the residence life staff plan and execute at least 1 (one) building-wide programming event per semester.
- Utilizing existing individual relationships with organizations on the UW-Madison campus as a catalyst for student involvement. These relationships could include career organizations, the Morgridge Center for Public Service, academic organizations, or any number of other multicultural or social student organizations.
- Collaborating on all community-wide programming as outlined in the *Procedures for Campus Connect Program Development* guide provided during training.

- Closely following all financial and organizational processes outlined in *Procedures for Campus Connect Program Development* in the execution of all programming.
- Participating in the development of different types of programming throughout each semester, including educational, recreational, multicultural, social, on-campus, and regional events.
- Facilitating one Campus Connect Class Connect study group each semester.
- Promoting academic goal-setting through the appropriate use of the reward system.

On-call, desk, duty, and emergency responsibilities: The security of each Campus Connect property is maintained by the meticulous supervision of the Residence Life staff. In collaboration with an on-call Resident Director and Residence Life Coordinator, Resident Assistants must keep to scheduled “duty” rotations. Additionally, Resident Assistants must be prepared to deal with any number of emergency situations that will be outlined during training. Specific responsibilities in this area include, but are not limited to:

- Keeping “on-call” hours in addition to “active duty” hours during which a Resident Assistant may be tending to their personal affairs, while on-site and available for residents.
- Wearing recognizable Steve Brown Apartments or Campus Connect apparel on all duty rounds.
- Maintaining accurate active-duty logs that highlight any facilities, disciplinary, or resident-related incidents for each duty round.
- Actively aiding in the resolution of any interpersonal or inter-group conflicts through mediation and reexamination of the roommate contract made during move-in proceedings during “on-call” or “active-duty” hours.
- Enforcing established courtesy hours as a means of facilitating an academically-sound learning environment while on “active-duty” hours.
- Providing assistance to Steve Brown Apartments management following acts of vandalism to any properties, through review of security footage or active-duty logs.
- Knowing and understanding all emergency procedures and the layout of your respective Campus Connect property.
- Assisting or leading in emergency situations including fire alarms, WiscAlerts, medical and mental health crises, and other security situations.
- Understanding the limited role of a Resident Assistant in all on-call, active duty, or emergency procedures and knowing when to use on-campus or emergency services referrals is paramount and will be outlined during training.
- Remain on the premises during all “active-duty” shifts.
- Remain in the building and provide additional coverage, support, and security during the times specified by management, for example during Halloween.
- Provide desk coverage for specific Campus Connect properties as designated during training including 3rd shift coverage in the event of illness, emergency or scheduling conflicts.

Discipline and personal conduct: While Resident Assistants must uphold community standards and proper student conduct amongst their residents; they must also follow proper behavioral guidelines that are representative of Steve Brown Apartments, Campus Connect, and the University of Wisconsin-Madison. Specific responsibilities in this area include, but are not limited to:

- Following the *Procedures for Campus Connect Policy Enforcement* guide that will be provided during training.
- Maintaining an alcohol-free environment for all residents under the legal age of consumption.
- Becoming familiar with the Steve Brown Apartments, University of Wisconsin-Madison, and greater community resources, guides, and manuals available to Resident Assistants.
- Closely following all Steve Brown Apartments and University of Wisconsin-Madison rules and policies and all State and Federal laws.

Additional Information

- Perform any other duties assigned and directed by the Residence Life Coordinator or Management.
- The Resident Assistant-101 shall be required to follow policies and expectations as outlined in the Steve Brown Apartments Handbook and Residence Life Agreement.

**RESIDENT ASSISTANT -101 JOB DESCRIPTION
ACKNOWLEDGEMENT FORM**

I have read and understand the responsibilities and expectations outlined in the job description

I agree to these specified responsibilities and expectations as outlined in the description. This job description contained herein does not in any way constitute, and should not be construed as, a contract of employment between the employer and employee, or a promise of employment. Each employee's employment is considered at-will and is subject to the Company's business requirements and its determinations as to satisfactory individual performance.

Please Read Carefully Before Signing

Print Your Name

Initial Job Location

Please Sign Here

Date

CAMPUS CONNECT

At the University of Wisconsin-Madison

Resident Assistant Application Packet

Eligibility Requirements

- All candidates must have completed at least one full academic year of college prior to the beginning of the school year for which they applied.
- All candidates must be able to fulfill all requirements of the Resident Assistant position. It is also mandatory that all Resident Assistants be on-site for the following dates:
 - August 17-26, 2011 – Campus Connect Residence Life Staff Training
 - August 27-30, 2011 – Campus Connect Early Move-in
 - August 31-September 2, 2011 – Campus Connect Move-in
 - January 16-20, 2012 – Campus Connect Residence Life Staff Training
- Resident Assistants will not be permitted to register for more than 15 credits per semester, or significantly time consuming extracurricular activities without the prior consent.
- Resident Assistants will not be permitted to have outside job commitments without prior consent.
- All Resident Assistants will be required to maintain a minimum 2.5 GPA during their year.

Application Packet Checklist

- Include a cover letter that clearly highlights why you are qualified to be a Campus Connect Resident Assistant and what you would bring to the program
- Attach a **1-page** professional résumé
- This application and all necessary materials must be turned in electronically, in-person, or arrive at our Lucky office by mail, no later than **5:00 p.m. on Friday, January 28, 2011**. First-round group interview invitations will be sent out no later than Friday, February 11, 2011.
- The names, addresses and phone numbers of three references must be provided on this application. Of the three references, one should come from a student affairs professional, student organization advisor, or workplace supervisor.
- Include your typed essay response on an additional sheet(s).
- Enclose a current, unofficial transcript from each university or college you have attended.

Campus Connect is committed to afford all qualified individuals an equal opportunity to pursue employment and advancement opportunities. There shall be no discrimination against any person based on race, color, creed, religion, national origin, sex, age, disability, sexual orientation or veteran status. We will afford reasonable accommodation that does not cause undue hardship to qualified applicants and employees with a known disability or for an employee's beliefs.

After your application and supporting documents have been submitted, they become the property of Campus Connect. Applications are classified as personnel materials and are subject to complete confidentiality.

Application materials may be mailed to: Steve Brown Apartments, c/o Derek House, 777 University Avenue, Madison, WI 53715.

Personal Information:

Name _____ Soc. Security # _____

Address _____

City _____ State _____ ZIP _____

Phone/Cell _____ E-mail _____

Academic Standing as of Fall Semester 2010 (e.g. Sophomore, Grad, etc.) _____

Community preference (Rank 1-3, with 1 being your top choice:

_____ Lucky101 _____ Regent101 _____ Highlander House101

References:

One of your references should be someone in a residence life or student affairs position (past or current). The individual should know you well enough to evaluate your qualifications for the Campus Connect RA position. You may submit the name of a non-residence life staff member, however, they should still be able to comment on your experiences in a community living setting. The remaining references should be members of the University or professional community who can adequately attest to your character.

Your references may be contacted by phone. Any recommendation letters, although not required, can also be included in your application packet and should reach our offices by the application deadline.

Name _____

Phone # _____ E-mail _____

Relationship _____

Name _____

Phone # _____ E-mail _____

Relationship _____

Name _____

Phone # _____ E-mail _____

Relationship _____

Essay Questions:

Please answer the question listed below using 500 words or less. Your answer should be typed on a separate page and attached to your application. BE CREATIVE!

How have the experiences you've had as a college student shaped your desire and ability to be a successful Resident Assistant; and what, do you feel, is the most important role a Resident Assistant plays in facilitating a successful first-year experience for Campus Connect residents?

Personal Information:

To the best of my knowledge, the information that I have furnished on this application and in all supporting documents is true and correct. I realize that intentional falsification of statements on this application will subject me to disqualification from the Campus Connect Resident Assistant selection process and, if hired, to immediate dismissal.

Signature: _____ Date: _____