

# RESIDENT ASSISTANT

Jardine Apartments • Kansas State University • Department of Housing and Dining Services

***Tradition • Education • Global • Imagination***

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## Position Description

### Housing & Dining Services

The Department of Housing and Dining Services serves 3,800 students in 10 residence halls, and is projected to serve 1,400 students in over 700 units dedicated to families and single students. The Jardine Apartments Complex is comprised of a dynamic, multicultural environment. Approximately 60% of the population represents persons of diverse ethnic backgrounds providing a place where the world comes together as a community.

The complex was created in 1957 to meet the needs of families returning to the university following World War II. As the university has grown and changed, so has Jardine. The Department of Housing and Dining Services has embarked upon a \$104 million project to build a “*Community of excellence on the foundation tradition*” that is Jardine.

Phase one of the project included fourteen new buildings to provide a wide menu of housing options for single undergraduate, graduate students, and families. These new buildings were available the fall of 2007. In addition, six of the current buildings have been renovated to provide additional options for K-Staters who call Jardine home. Within the complex, the Denison, Plaza, and West End neighborhoods include housing options for undergraduate, graduate, and nontraditional students, as well as family, and faculty and staff members affiliated with the University. Jardine units include traditional and renovated one and two bedroom apartments, furnished or unfurnished, highly renovated one, two and three bedroom units, and new construction unfurnished units ranging from studio, loft, one, two, three to four bedroom.

In the center of the apartments is the Plaza area that offers many different services. The Jardine Tower provides office and classroom space; the Frith Community Center provides office space, a comfortable gathering location, and a programming facility for apartment residents; and a restaurant and coffee shop available to residents. Throughout the complex laundry facilities are located near apartment buildings and within units in new construction. Affordability, convenience, and a supportive community of scholars are among the benefits of this living environment.

### Community Cornerstones

To foster a community of excellence at Jardine four cornerstone principles have been established. The cornerstones are the heart of activity in the community—driving all endeavors related to the complex including the redevelopment project. The cornerstones were chosen with extensive help from current and former residents, staff and friends of the Jardine Apartment Complex.

**TRADITION**...a philosophy that has been passed from one generation to another. Building upon the expectation that a secure, welcoming environment is a must, community becomes more than a definition of persons living in the same area and extends to a feeling of home. We want your living experience to be about understanding what it means to be a K-Stater and a Jardine resident.

Residents and staff will be impacted and enriched through **EDUCATIONAL** experiences. An attitude of excellence prevails as the classroom and living room unite in an extension of the educational environment K-State has to offer. The opportunity of a lifetime waits as you become a citizen of a unique community. You will make connections between life lessons and academic knowledge that will leave you better prepared for the “real world”.

How many people can say they have lived in a **GLOBAL** environment, one that is truly comprehensive in approach? A global village of diversity is reflected in our neighborhoods, staffing, program development, and services offered to residents and the university. Your community has and will continue to serve students from over 50 different countries. Students with

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families, faculty and staff, student groups and others will live, work and play along side each other.

Jardine is above all IMAGINATION. Its development was marked by innovative and resourceful thinking. The redevelopment has been driven by pioneering design concepts. The buildings will become landmarks and elicit a sense of belonging for the academic community.

## **Jardine Service Standards**

The Jardine Apartments staff strives to implement four service standards on a daily basis. We are charged to build relationships at every level; understand the ripple effect of your actions; put customer needs before self needs; and follow through.

## **Position Overview**

This position is designed to assist the Department of Housing and Dining Services effectively manage and enhance the concept of community in the housing options of Jardine Apartments. The Resident Assistant (RA) is responsible for ensuring that the services necessary to maintain a positive living environment and the well-being of residents are provided. As a contributing member of the Jardine staff team, the Jardine RA strives to ensure the smooth operation and community development within the Jardine Apartments. It is the RA's responsibility to serve in an on-duty rotation in his/her area and to work cooperatively with the team to assist in overall coverage of the complex. Resident Assistants will provide a variety of support services, as detailed in the following objectives.

## **Resident Assistant Objectives**

### **Community Development**

#### Relationship Development

- Develop personal and professional relationships with residents
- Adjust leadership style to meet the needs of individual residents
- Provide challenging and supporting relationships within areas and buildings in the apartment complex
- Facilitate on-going communication and interaction with residents
- Act as a liaison between the residents of Jardine Apartments and the Department of Housing and Dining Services
- Serve in an on-duty and emergency response rotation including evenings, weekends, and holidays, as needed on a rotating basis (Approximately 4 weeks spread over the semester)
- Assist Graduate Staff in staff training and development planning within neighborhood

#### Community Education

- Serve as a community resource (Jardine, Housing & Dining Services, K-State, and Manhattan)
- Involve residents in the planning and development of programming
- Coordinate a range of programming (social, academic, educational) that allow the residents to interact. Approximately 3 complex and/or neighborhood programs per semester
- Support complex and neighborhood programs by your presence and assist where possible
- Utilize bulletin boards in passive programming efforts
- Promote and monitor the creation of a safe and secure environment
- Assist in creating a community that allows for academic success
- Assist the mission of the Jardine Residents' Council and Global Women's Society in its efforts to organize and sponsor various activities
- Facilitate area resident meetings as needed
- Serve as a program chair or co-chair for complex programs

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## Resident Conduct

- Role model appropriate behavior
- Assertively confront residents exhibiting inappropriate behavior with consistency and fairness
- Engage in student conversations regarding appropriate behavior
- Elicit a non-combative response during confrontation.
- Follow-up on resident conversations, notifications, and complete appropriate paperwork in a timely manner.
- Understand process of judicial system and values
- Monitor apartments for violations to be reported to the Jardine Apartments office, especially those pertaining to long-term guests, visitor parking permits, and inappropriate storage of items.

## **Administration**

### Communication

- Utilize effective written and oral communication
- Submit paperwork in a timely fashion
- Utilize and maintain staff mailboxes and e-mail regularly
- Listen to, process, and act upon information shared at staff meeting
- Maintain confidentiality and limitations to doing so
- Assist in Community Center rental procedures by opening and closing the Frith Community Center for residents and other constituents using the facility
- Follow through on other duties as assigned

### Occupancy Management

- Assist in check-in/check-out procedures throughout the year
- Possess an understanding of the apartment/roommate change procedure
- Be aware of time periods when residents are on extended leave

### Information Management

- Maintain information postings
- Assist with facilities management, including, but not limited to room inventories and lock outs
- Monitor area facilities for unusual occurrences and vandalism
- Provide customer service, available through Jardine Office and the Jardine Welcome Center, serving set office hours totaling approximately 4-6 hours per week

## **Student Services**

### Personal Development

- Maintain a healthy balance between academic, personal, and job responsibilities
- Maintain personal academic success
- Continue to challenge personal growth among complex residents
- Engage in staff team development sessions
- Respond to dynamic change on a daily basis
- Attend all training sessions
- Provide leadership on a special assignment area or self-create a special project to serve the residents and/or staff team
- Advise or co-advise a student group, as determined by conversation of interest with supervisor

### Diversity

- Promote an acceptance of all people regardless of personal history, race, faith, socioeconomic status, sexual orientation, gender, and physical or mental ability
- Promote an appropriate, respectful self-expression within the community
- Continue individual and group learning regarding interests, needs, backgrounds, and differences.
- Incorporate the cornerstones into interactions with residents

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## Crisis and Counseling

- Serve as an information source and referral agent
- Listen to and assist students regarding roommate and life challenges
- Respond to and manage emergency and crisis events appropriately
- Exercise appropriate and timely follow-up with residents

## Requirements

This is a 12 month, live-in position; the Resident Assistant is required to occupy an apartment designated by the Department for his/her use. Resident Assistants are required to enforce and abide by all policies set by the Department and the University. All Resident Assistants must be KSU students and enrolled full time. Undergraduate in at least twelve (12) but no more than eighteen (18) credit hours and graduates in at least nine (9) hours. RA's must exhibit a strong academic record, maintaining a 2.5 cumulative GPA and being in good academic standing with his/her academic college. Candidates for the Jardine Resident Assistant position must have prior community living experience. Employment demands fluctuate depending on the time of the year. The Jardine graduate Assistant Coordinator and the full-time Apartment Area Coordinator, for the respective neighborhood are responsible for the supervision of Resident Assistants.

## Remuneration & Benefits

Compensation for services includes: 1) waiver of the monthly rental rate for a one bedroom apartment during the employment period. If placed in a 2 bedroom unit, the staff member's roommate or spouse is responsible for the remainder of the rent, but will receive full-utilities; 2) utilities and basic phone hook-up provided at no cost; 3) a set meal plan with the Department of Housing and Dining Services' dining program; and 4) a stipend totaling \$2,000.00 paid in biweekly installments during the course of employment.

## Training and Retreat

The summer training for the Jardine Resident Assistant staff will be July 17, 2010 through August 8 and is required for all team members. August is busy with check-ins of new residents as the contract period begins August 1 and students move-in throughout the month of August. Mid-year retreat will take place in January 2011 and dates will be set by the entire staff once the fall semester starts.

## Special Events

Throughout the year there will be events within the community which will require all staff to be on present. These events include, but are not limited to: Opening Olympics, Family Day, Homecoming, Home Football Game Days, October and February Breakfast Club, December Check-outs, Open House, and Last Blast Festival.

## Information

If you desire more information about this position, please contact:

Jardine Resident Assistant Selection Committee  
c/o Ms. Kathy Van Steenis, Apartment Coordinator  
Jardine Apartments  
Kansas State University (Office) 785/532-3790  
2008 Tunstall Circle (Fax) 785/532-3793  
Manhattan, KS 66502-2562 (E-mail) [kathyvs@ksu.edu](mailto:kathyvs@ksu.edu)

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MINORITIES, WOMEN, AND OTHER PROTECTED GROUPS ARE ENCOURAGED TO APPLY.**