

**Kansas State University
Housing and Dining Services
Jardine Apartments
Resident Assistant Position Description**

Position Overview

The Jardine Apartments Resident Assistant (RA) is a member of the Kansas State Department of Housing and Dining Services staff. The RA lives and works in the apartment community. As a contributing member of the Jardine staff team, the Jardine RA will assist in the daily operations of the Jardine Apartments related to community development. RAs with Jardine Apartments also are responsible for multiple administrative functions within the Jardine office and will take part in weekly office hours, assisting with staff committees and also general administrative tasks.

Qualifications

- Maintain good standing with the department of Housing and Dining Services and Kansas State University
- Interest in working with students in an advisory capacity in a community setting
- High level of commitment to working with and learning more about diverse student populations
- Possess a high regard for customer service and ability to complete general administrative tasks
- Have lived in an on-campus community living environment for at least one semester
- Be available for fall and spring training
- Maintain a minimum 2.5 cumulative and semester GPA at the time of application, throughout the interview process, and throughout the term of your employment
- Be enrolled full-time, as an undergraduate (12-15 hours) or graduate student (6-9 hours), per semester unless supervisor and Area Coordinator has given approval for exceptions
- Full academic year commitment, no student teaching, study abroad, or internships during employment period
- Must be able to start July 15, 2018, by 5 p.m. and work through May 2019; including university holidays
- Must be available for centralized training which starts August 2, 2018, for ALL student staff

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
- Be available and facilitate ongoing communication and interaction with residents

Programmer/Educator

- Coordinate a range of programming (social, academic, and educational) that allows the residents to interact. Approximately five complex-wide and/or neighborhood programs per semester
- Support complex-wide and neighborhood programs by your presence and assist where possible
- Encourage participation of residents in neighborhood, complex-wide and campus activities
- Promote and monitor the creation of a safe and secure environment
- Assist in creating a community that allows for academic success
- Promote an understanding and acceptance of all residents regardless of personal history, race, religious affiliation, socioeconomic status, sexual orientation, gender, age, physical or mental limitations, and other issues of diversity
- Continue individual and group learning regarding interests, needs, backgrounds, and differences
- Incorporate the Jardine Cornerstone Values (global, imagination, education, tradition) into interactions with residents
- Abide by university and departmental policies, as well as by all federal, state, and local laws

Administration

Communication

- Interpret, explain and enforce university, departmental and community policies
- Attend meetings and workshops, including but not limited to weekly staff meetings, one-on-ones, fall/spring preopening training sessions, staff retreats, ongoing trainings, and others that Community Coordinator may require
- Utilize effective written and oral communication
- Submit paperwork in a timely fashion
- Utilize and maintain staff mailboxes and email regularly
- Listen to, process and act upon information shared at staff meeting
- Maintain confidentiality and understand limitations to doing so
- Attend meetings and workshops, including weekly staff meetings, one-on-ones, fall/spring pre-opening training sessions, staff retreats, ongoing trainings and others that your supervisor may require
- Interpret, explain, and enforce university and departmental policies
- Respond to dynamic change on a daily basis

Customer Service and Office Relations

- Be able to work inside of an office setting and provide friendly and welcoming customer service
- Operate a multiline telephone and respond to customer questions while serving in weekly front desk hours
- Report to the Jardine Administrative Assistant and take direction in all aspects of the Jardine office functionality
- Complete weekly office tasks including filing, sorting paperwork, completing tasks assigned by the Jardine Administrative Assist and Occupancy Coordinator, and assisting with weekly Pest Control and fire safety operations

Occupancy Management

- Check students in and out of the apartments. You will also be required to personally inspect rooms
- Possess an understanding of the apartment/roommate change procedure
- Be aware of time periods when residents are on extended leave
- Have your apartment available for tours to prospective residents and other guests on a designated schedule

Information Management

- Maintain information postings
- Assist with facilities management, including, but not limited to room inventories and lockouts
- Monitor area facilities for unusual occurrences and vandalism
- Provide customer service, available through the Jardine Apartments Office, serving set office hours totaling approximately four to six hours per week

Student Services

Crisis and Counseling

- Serve in an on-duty and emergency response rotation including evenings, weekends, and holidays, as needed as needed on a rotating basis
- Serve as an information source and referral agent
- Listen to and assist students regarding roommate concerns and life challenges
- Exercise appropriate and timely follow-up with residents

Resident Education

- Engage in student conversations regarding appropriate behavior using consistent and fair practices
- Elicit a non-combative response during confrontation
- Follow up on resident conversations and 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, and inappropriate storage of items

Role Model

- Demonstrate time management and the ability to effectively prioritize academics, job responsibilities, and social needs/interests
- Maintain objectivity and fairness in dealing with challenging residents and situations
- Abide by all university and departmental policies
- Abide by all federal, state and local laws
- Communicate clearly and tactfully, thus building and maintaining rapport with students

Other Requirements

- Give priority to this position, including office hours, over all other areas of activities with the exception of academic work
- Outside employment and activities can be no more than 12 hours per week. All outside employment must be approved by your Supervisor. Exceptions are granted by the Area Coordinator.
- Attend and complete in satisfactory standing the non-academic credit *Workshop in On-campus Leadership course*
- Throughout the year there will be events within the community which will require all staff to be present. These events often include: opening events, Family Day, Homecoming, home football game days, fall and spring Breakfast Club, December checkouts, Open House, and Last Blast Festival.
- Serve on committees for special projects throughout the year. Some examples include Bike Round Up, Garden Plots, Global Women's Society, Social Fun, Recreation Liaison, Monthly Market, Staff Manual, and Electronic Inventory

K-State Notice of Nondiscrimination

Kansas State University prohibits discrimination on the basis of race, color, ethnicity, national origin, sex (including sexual harassment and sexual violence), sexual orientation, gender identity, religion, age, ancestry, disability, genetic information, military status, or veteran status, in the university's programs and activities as required by applicable laws and regulations. The person designated with responsibility for coordination of compliance efforts and receipt of inquiries concerning the nondiscrimination policy is the university's Title IX Coordinator: the Director of the Office of Institutional Equity, equity@k-state.edu, 103 Edwards Hall, 1810 Kerr Drive, Kansas State University, Manhattan, Kansas 66506-4801. Telephone: 785-532-6220 | TTY or TRS: 711. The campus ADA Coordinator is the Director of Employee Relations and Engagement, who may be reached at charlott@k-state.edu or 103 Edwards Hall, 1810 Kerr Drive, Kansas State University, Manhattan, Kansas 66506-4801, 785-532-6277 and TTY or TRS 711

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