Jardine Apartments RA Job Description

Position Overview

The Jardine Apartments Resident Assistant (RA) is a member of the K-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 community development by ensuring the services necessary to maintain a positive living environment and the well-being of residents are provided. RAs within the Jardine Apartments also are responsible for multiple administrative functions within the Jardine office and will take part in weekly office hours, assisting with other community partnerships and also general administrative tasks.

Qualifications

- 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
- Adequately balance job responsibilities and academic responsibilities
- Possess a high regard for customer service and ability to complete general administrative tasks
- Lived in a community living environment for at least one semester
- Be available for fall and spring training
- Maintain a minimum 2.5 cumulative GPA and remain in good academic standing with academic college
- Be enrolled full-time, as an undergraduate (12-15 hours) or graduate student (6-9 hours), per semester unless supervisor has given approval for exceptions
- Full academic year commitment, no student teaching, study abroad, or internships during employment period
- No concurrent ARH or HGB position
- Must be able to start July 19, 2016 and work through May 27, 2017; including university holidays

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
- 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
- Facilitate area resident meetings as needed
- 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
- Promote an appropriate, respectful self-expression within the community
- Continue individual and group learning regarding interests, needs, backgrounds, and differences
• Incorporate the cornerstones (global, imagination, education, tradition) into interactions with residents

**Student Services**

**Crisis and Counseling**
• Serve in an on duty and emergency response rotation including evenings, weekends, and holidays, as needed on a rotating basis (Approximately four weeks spread over the semester)
• 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

**Resident Education**
• 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

**Role Model**
• Demonstrate time management and the ability to effectively prioritize academics, job responsibilities, and social needs and interests
• Maintain objectivity and fairness in dealing with challenging people and situations
• Abide by all university and departmental policies
• Abide by all federal, state, and local laws

**Administration**

**Communication**
• 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
- 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
- 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

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 Coordinator. Exceptions are granted by the Assistant Director of Housing and Dining Services for Apartment Life
- Attend and pass 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

Remuneration and Benefits
- Waiver of the monthly rental rate for a one-bedroom apartment during the employment period. If placed in a two-bedroom unit, the RA’s roommate or spouse is responsible for the remainder of the rent, but will receive full utilities
- Utilities and basic phone hookup provided at no cost
- All access meal plan option
- Stipend totaling $1,730 paid in biweekly installments throughout a 10-month employment contract; eligible to apply for Jardine Summer RA 8 week position (SRA) once serving as a Jardine RA.

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