



Resident Advisor Position Description

Cal Poly Pomona Foundation Housing Service

Academic Year 2024-2025 Appointment- Friday, August 2nd (returning RA's) or Monday, August 5th, 2024 (new RA's) – Tuesday, May 27th, 2025

*Note- Given the ever-changing conditions of the world right now, position dates and training dates (on the final page) are tentative. Finalized dates will be included in the offer letter.

The Resident Advisor is a Student Leader position at the University Village Apartments at Cal Poly Pomona. The Resident Advisor is responsible for the overall supervision of a sub-community of residents (specific number of residents dependent on occupancy). As a member of the Foundation Housing Service Residential Education team, the Resident Advisor (RA) works to foster the development of community as well as the efficient administration of the management processes and procedures. Resident Advisors work with students living in on-campus housing in a peer-advising capacity. Resident Advisors collaborate with students and staff to promote a positive educational, social, academic, and culturally inclusive experience in their living and learning communities. *Note: responsibilities outlined below are subject to change.

I. MINIMUM QUALIFICATIONS

- A. Since the RA position is compensated through Cal Poly Pomona Meal Points, which require a CPP ID card, we are only able to accept applicants who are CPP students.
- B. Be in good conduct standing with Cal Poly Pomona Judicial Affairs and the University Village Apartments.
- C. Maintain a minimum overall cumulative grade point average of 2.5 or the appointment may be terminated. CPP students serving as RA's will have their grades checked upon applying and at the end of each semester. Non-CPP students must provide an unofficial copy of their transcript when applying as well as submitting a copy of your grades at the end of each quarter/semester.
- D. RAs must carry at least 12 units per semester (8 units for graduate students), in order to maintain status as a full time student. RAs may not carry more than 16 units per semester unless receiving **prior** permission from your supervisor.

II. GENERAL RESPONSIBILITIES

- A. RA's have approximately 15-25 hours of dedicated time a week towards the RA position. A reasonable schedule for this work will be determined through a discussion with the immediate supervisor. Hours will include regularly scheduled responsibilities (i.e., staff meetings, student advising, supervisory meetings, etc.), availability time (i.e., being on duty, responding to emergency situations, etc.) and in-building hours.
- B. Any extra outside employment, involvement, student teaching/internship, or other responsibilities taking the RA out of the community for over **15 hours a week**, must **first** be approved by your direct supervisor.
- C. RA's must know and actively support the Foundation Housing Service Mission Statement.
- D. Actively promote positive working relationships with all University Village team members, which includes modeling open and direct communication and constructively addressing/resolving issues or concerns. You are expected to confront your peers in private if you have a concern or frustration. Seek advice from your supervisor and follow up once these conversations are done.

III. COMMUNITY DEVELOPMENT RESPONSIBILITIES

- A. The RA position is responsible for a variety of forms of community development and resident interaction. Specific areas of responsibility include:
 1. Residents Names
 - a. RA's will be expected to know all the names of their assigned residents.
 2. Welcome Materials
 - a. Create a welcome letter to be sent out to your residents at the start of the semester.
 - b. Maintain a welcoming environment for all residents by providing door decorations for each apartment at the beginning of each semester.
 3. Programming
 - a. Use your assigned RA budget to plan small programs/events for your residents throughout the semester.
 - b. Work with residents to consistently assess and evaluate community building efforts.
 - c. Effectively budget allotted programming funds throughout the semester.
 4. Resident Advising
 - a. Individually and personally connect with your residents each week (amount TBD) to check in on academics, life, etc.
 - b. Hold at least one Community Living Agreement (CLA) meeting per apartment within the first three weeks of the academic year and as needed as new residents move in. CLA's are mandatory for all apartments.
 - c. Update supervisor on any resident or facility concerns/issues.
 5. Passives/Bulletin Boards
 - a. Produce one education bulletin board or educational video (for the Village Instagram) per month. Deadlines for passives will be provided for the full semester at the beginning of the semester.
- B. Keep your apartment at standards where all students would feel comfortable in your space.
- C. Work with residents to develop conditions conducive to personal privacy, quiet study times, and academic endeavors.
- D. Facilitate timely and appropriate educational interventions through dialogue, mediation and documentation of inappropriate behaviors and attitudes.

IV. CULTURAL INCLUSION, SERVICE, AND SUSTAINABILITY EDUCATION RESPONSIBILITIES

- A. Role model through actions and words a respect for human dignity and an appreciation for people of all races, ethnicities, genders, religions, abilities, sexual orientations, gender expressions, gender identities, etc.
- B. Address all acts of racism, sexism, religious or ability intolerance, homophobia, gender identity intolerance, etc.
- C. Actively participate in all social justice and inclusion trainings and conversations provided by University Village staff members and guest presenters during Fall training and weekly staff meetings.
 1. Social Justice and Inclusion trainings/conversations are intended to serve as personal growth experiences for the student leader staff as well as to provide educational tools to bring to residents.
- D. Work to educate residents on issues of respect for all issues of cultural inclusivity.
- E. Promote sustainability, community service and civic engagement through building activities and community outreach.

V. RESOURCE/ADVISING RESPONSIBILITIES

- A. Help residents resolve personal concerns, especially in regard to relationships, interpersonal skills, and academic problems. Talk with your supervisor about your plans to assist residents.
- B. Help residents in their academic pursuits through individual attention, sharing information, teaching academic skills, and offering educational programming.
- C. Act as a referral source for such offices as Student Health and Counseling Services, the Career Center, Parking Services, University Police Department, the Violence Prevention & Women's Resource Center, Cultural Centers, etc.

- D. Meet with residents to resolve roommate conflicts and other personal issues. Keep the Residential Education Team apprised of all roommate conflicts and disciplinary problems within the area of responsibility.
- E. Answer your home phone every time it rings and you are there. You are required to have voicemail on this line with an appropriate message identifying yourself as the RA for your community. Voicemail should be checked and responded to daily. The phone line provided to you is not to be shared with anyone else.

VI. ON DUTY RESPONSIBILITIES

- A. While on duty, be present on property (includes office duty, remaining on the premises, and being available by cell phone).
- B. Complete sets of Community Walks to ensure safety and maintenance of property and residents.
- C. Confront and document residents who are in violation of Foundation Housing Service Community Standards, University Village License Agreement, Foundation, or University policies. Documentation should be listed in the duty log and, if necessary, on an Incident Report.
- D. Respond to and manage crises and/or emergencies that may occur in the Village.
- E. Participate in duty rotation during break periods in the Village; **this includes Winter and Spring breaks as well as campus holidays.**
- F. Properly use all University Village keys. Loss of keys may result in payment of a minimum of \$200.00 for replacement and consequent re-coring of locks. Misuse of the master keys may subject an RA to be removed from their role and/or criminal prosecution.
- G. Properly use the on-duty cell phone. Loss of the cell phone will result in payment of a minimum of \$100.00 for the replacement.
- H. If you damage or lose a departmental flashlight, you will be required to replace the flashlight with the same brand and type of flashlight damaged or lost.

VII. CONDUCT/CONFIDENTIALITY RESPONSIBILITIES

- A. RA's will know all of the Community Standards.
- B. Respect the confidential nature of student records and communications. This includes only sharing confidential information with fellow RA team members when necessary and in private setting.
- C. Ensure that all residents are aware of all aspects of the Community Standards and that standards are to be followed.
- D. Actively intervene in and document all community standards violations even when you are not on duty. Provide accurate written information about all community disruptions within **8** hours of the incident through the Maxient system.
- E. Abide by and enforce University Village, Foundation, and University policies. Demonstrate exemplary behavior and follow all departmental, Foundation, and university policies. Team members found in violation of Foundation or University policies will be expected to meet with the Assistant Director for Community Standards and the Assistant Director for Leadership Development to discuss their levels of responsibility as both a resident and a team member.
- F. Have a clear understanding of the conduct process in order to articulate procedures to University Village residents.

VIII. ADMINISTRATIVE/FACILITIES RESPONSIBILITIES

- A. Conduct ongoing health and safety inspections of the apartments and common areas in assigned building(s) to ensure all are clean, in compliance with University Village Community Standards, and are in good repair.
- B. Actively participate in all University Village openings, closings, and transfer periods throughout the year, including break times (winter and spring breaks).
- C. Actively participate in all University Village selection and licensing processes, and other special days that occur in the Village throughout the year, including weekends.
- D. Ensure distribution, completion, and collection of all survey and assessment instruments, used by Foundation Housing Service.

- E. Complete all tasks as assigned by the Residential Education Team and/or by Operations or the Director of Housing.
- F. Post all fliers and information given to you from any FHS staff member within the designated timelines provided. Assist other team members as necessary to ensure the timely posting in all communities.
- G. Ensure prompt and accurate delivery of all letters. All departmental correspondence is time sensitive so accurate and timely delivery is essential.
- H. Participate in the tour schedule for potential residents to view an entire apartment. Ensure that your roommates know when your apartment will be shown and keep every room neat and orderly during your tour dates. Note: this will only be needed if we are at full occupancy.
- I. Administer room and mailbox keys, gate cards, including issuance, maintenance of accurate records, and timely accounting for replacement keys.
- J. Check voicemail and email daily, return email messages daily, and check RA office in-box daily.
- K. Report facilities concerns by submitting work orders.

IX. TRAINING RESPONSIBILITIES/TIMELINE

- A. Active participation in all training sessions is expected. All training sessions are **mandatory**. Trainings include, but are not limited to:

Academic RA Training: Friday, August 2nd (returning RA's) or Monday, August 5th (new RA's) 2024 - Wednesday, August 24th, 2024

- A. Student Leaders with vehicles will need to purchase a Cal Poly Parking pass for summer if planning to park on Village property during training.
- B. All academic RA's will be expected to attend a mandatory mid-year training during Winter Break. This training will take place **January 15th-17th, 2025**.
- C. All student staff are expected to attend a weekly staff meeting for approximately an hour and a half. The time will be scheduled based on RA's schedules/availability. Staff members are expected to attend all staff meetings and arrive on-time.
- D. Work with direct supervisor(s) in your weekly one-on-one meetings to reflect on individual strengths/areas for growth to develop personal growth plan for the year.

COMPENSATION: Resident Advisors will receive a single occupancy room within an apartment, including electricity and gas for the period of the appointment and \$325 Meal Points a month in the form of a CPP Meal Plan. Please note that the compensation package may affect financial aid.