
OFFICE OF RESIDENCE LIFE: RESIDENT ADVISOR JOB DESCRIPTION 2025-2026

GENERAL EXPECTATIONS

The role of the Resident Advisor (RA) is a diverse one that requires significant personal commitment. Its purpose is to assist students in their personal and academic development, including aiding the University in overall operation of the Residence Life Program. The position includes opportunities and responsibilities in staff cooperation and teamwork; interpersonal skills; community building and connection; administrative work; safety and security; peer leadership; and personal development.

The RA is responsible for the overall management of a residential community. They serve as a liaison between students and the University. **The primary responsibility of a Resident Advisor, after their academic work, must be to the RA position.** Therefore, no more than **ten hours per week** of other employment, whether on or off-campus, may be accepted, and any additional employment must be reviewed and approved, in advance, by the Director of Residence Life. RAs are also expected to gauge the amount of co-curricular activities they accept to properly fulfil expectations of the position. RAs are also expected to maintain a preferred **minimum cumulative and semester G.P.A. of 2.50.**

As an employee of the University and a member of the Student Life staff, the RA reports directly to a direct supervisor, a Residence Director (RD) who in turn reports to the Director of Residence Life (or their designee). As such, the RA is expected to keep the Office of Residence Life and their immediate supervisor well informed of matters pertaining to student life in their designated residential area.

As an important peer leader, an RA is expected to set a positive, constructive example through their own conduct and lifestyle. Behavior must always be consistent with expectations defined in the Resident Advisor Expectations portion of the Residence Life Manual, the Student Handbook, and the Student Conduct Code. An RA is also expected to follow all protocol and procedures that they are trained to follow.

MAJOR RESPONSIBILITIES

STAFF COOPERATION AND TEAMWORK

1. Serve as a productive staff member, maintaining a positive attitude towards the position and the Residence Life program.
2. Develop effective communication skills and work cooperatively with direct supervisor and fellow staff members.
3. Support decisions and actions of other staff members and the Residence Life department. Address concerns in a private and timely manner with assistance as appropriate.
4. **Participate fully in staff development opportunities** (i.e., RA training, in-services, etc.).
5. Accept and provide staff with timely feedback and information.
6. Attend and actively participate in weekly staff meetings and floor/area meetings.
7. Work cooperatively with a variety of university support services and staff including but not limited

- to Student Life, Public Safety, Facilities, Housekeeping, Counseling Services, etc.
8. Attend and participate in special events and programs (i.e., Opening Weekend, Open House, Commencement, Accepted Students Day, Closing, etc.).

COMMUNITY BUILDING AND CONNECTION

1. Work consistently towards the fulfillment of Residence Life goals and objectives as outlined in the departmental Vision, Mission, and Values. This includes, but is not limited to, learning-based initiatives and service-oriented training, programming, and responsibilities.
2. Facilitate the implementation of the Residential Programming Model. Collaborate with fellow Resident Advisors and direct supervisor to achieve this goal.
3. Plan engaging programs for your floor and hall community to help facilitate relationships between residents within the residence hall community.
4. Connect residents with different university resources to help build a sense of community and belonging.

INTERPERSONAL SKILLS

1. Develop positive relationships with individuals, fellow staff members and residents.
2. Demonstrate acceptance and openness for others' values and lifestyles.
3. Present yourself in an approachable manner to students, staff, and peers. Assist as appropriate and according to guidelines and expectations as defined through staff training.
4. Respect the need for privacy, while sharing appropriate information with your direct supervisor and other University personnel, as warranted.

SAFETY AND SECURITY

1. Assume weeknight and weekend duty on a rotating basis with other staff members. Be available for additional duty when necessary due to special events, peak periods, crisis situations, etc. Be responsible for university property (e.g., two-way radio, flashlight, and area cell phone).
2. Conduct routine inspections consistent with the development of an environment conscious of safety and security.
3. Direct concerns, questions, and/or problems to the appropriate individual(s). Resolve conflicts in a professional, timely manner.
4. Provide assistance and/or refer as needed within the limits as defined in training.
5. Have a thorough knowledge of and ability to execute emergency and safety procedures and protocol (according to standards provided through the training program and emergency guidelines).
6. Encourage and promote responsible behavior and decision-making on the part of all residents.
7. Confront inappropriate behavior tactfully, to provide meaningful accountability, learning opportunities, and personal growth.
8. Document situations in which there are potential policy violations or students of concern.

PEER LEADERSHIP

1. Establish personal contact and rapport with individual residents and serve as a communicator and liaison between residents and the University and Department of Residence Life.
2. Implement strategies geared toward developing a positive community learned through training and staff meetings.
3. Know residents personally and assist them in getting to know each other.
4. Be aware of behavior as a student leader and role model. All RAs represent Western New England University and the Office of Residence Life. RA actions/behavior should always be

consistent with your responsibilities as an RA.

ADMINISTRATIVE WORK

1. Submit written reports when required and requested, including but not limited to room inspections, check-in and check-out sheets, incident reports etc. Post materials (flyers, announcements, etc.) regularly on bulletin boards or in other designated locations in the residential area.
2. Work with residents in minimizing vandalism and damage to university and residence hall property. Provide the Office of Residence Life with information to assist with damage assessment (individual or group billings).
3. Report to and meet regularly with direct supervisor.
4. **Return early for staff training and remain late through the opening and closing of the halls each semester. Assist with the securing of individual rooms and apartments when classes are not in session. This also includes assisting with the University's Commencement activities in May.**
5. Promptly follow up on residents' concerns and/or requests for information.
6. Assist with the selection processes of the residence hall program.

PERSONAL DEVELOPMENT

1. **Participate in all training programs (Fall, Winter, Spring, and In-service) designed to develop and strengthen such skills as communication, assertiveness, confrontation, crisis intervention/referral, values clarification, etc. Training may include reading and writing assignments.**
2. Develop a set of personal and professional goals, work consistently towards attainment of these goals.
3. Participate openly in the staff evaluation process through self-evaluations and assessments of and by direct supervisor.
4. Be open to and seek out opportunities that will allow for learning and growth as an RA (e.g., participating in a departmental committee).
5. Be aware of your own needs (leisure, academic, physical, and social). Balance these personal needs with RA responsibilities.
6. Continually examine one's own skills as they relate to good human relations, the degree of acceptance of self and others, clarifying one's values, being accountable for one's actions, etc. Work for personal development and improvement.

The Resident Advisor position at Western New England University is a full academic year appointment and includes time commitments before the academic year starts, during breaks, and for commencement.

****Compensation includes room and a stipend to go towards a meal plan for the academic year.****

PLEASE NOTE: Any financial support provided by the University may be affected by the compensation (partial or in full) of room and board. Please confer with your Client Service Representative in Enrollment Services for more information. As an employer-at-will, the University or Resident Advisor may terminate this position at any time. Such termination, in writing, shall normally be with a minimum of fourteen days' advance notice. Termination for cause by Western New England University shall be effective immediately. In addition, if termination occurs, residency may be revoked.