



### **Summer Resident Assistant Position Description**

The **Summer Resident Assistant (SRA)** is a unique, live-in, student leadership position in the Department of Housing and Residence Life (HRL) and is a valued member of the HRL team.

Summer Resident Assistants are responsible for developing community among their floor of residents via social and educational programming, contributing to the efficient operation of the residence hall via administration, and ensuring the safety of residents and the security of the residence hall via crisis management and policy enforcement. Summer Resident Assistants also serve as customer service representatives, security monitors, and referral agents for residents by operating as Desk Assistants.

The Summer Resident Assistant reports directly to the Summer Hall Director and ACUHO-I Intern. All Summer Resident Assistants must live in the summer residence hall(s).

#### **Qualifications**

1. SRAs must be full-time, enrolled (for fall 2024 term) students as defined by Western Kentucky University.
2. SRAs must have at least one semester participating in residence hall living.
3. SRAs must be at least a second semester student at the time of employment.
4. SRAs must possess a desire to work with individuals and groups in a residential setting.
5. SRAs must be in good academic, financial, and disciplinary standing with the University and the Department.
6. Under extremely rare circumstances, the Associate Director for Housing and Residence Life or their designee may approve exceptions to the above qualifications.

#### **Terms of Employment**

1. SRAs are required to have and maintain a 2.5 total institutional grade point average at time of application and throughout term of employment. The SRA is, first and foremost, a student. If at any time the position is a perceived detriment to the student's academic success, termination may be considered.
2. SRAs must have a FAFSA on-file for the current academic year. Failure to complete the FAFSA by April 26 will result in employment offer being rescinded.
3. SRAs must complete all required hiring paperwork through the Office of Student Employment and successfully pass a national and local criminal background check prior to starting work. Failure to complete hiring paperwork and pass a national and criminal background check by April 26 will result in employment offer being rescinded.
4. SRAs will report for work on the day indicated and will remain until the day specified by the Department of Housing and Residence Life. **Student staff should not anticipate leaving their position prior to the official hall closing date and time.**
5. SRAs are to abide by all University and departmental policies, procedures, and conditions outlined in the terms of the housing contract, the Student Staff Manual, and Hilltopics for Residence Hall Living. SRAs must also meet the performance expectations of their respective supervisor.

6. SRAs must participate in all scheduled training sessions as coordinated by their supervisor and the Department of Housing and Residence Life (see “Important Dates” section below).

### **Terms of Appointment and Compensation**

1. The SRA appointment is for the entirety of the summer, roughly May (after Commencement) through August (when the residence halls open for the fall semester). The appointment is contingent upon the successful completion of tasks, assignments, responsibilities, and favorable performance evaluations.
2. SRAs work 20 hours per week over the course of the summer. Periodically, the RA work week is expanded to meet the needs of the department (ex. hall openings and closings, emergency situations including closures, etc.).
3. The SRA compensation package includes an hourly wage rate of \$9.00 an hour at which the RA is paid 20 hours every week so long as job duties are completed to communicated expectations.
4. The SRA compensation package includes a private room at no cost in the Summer Hall. RAs are rarely allowed roommates due to the sensitive nature of their position. At times when occupancy exceeds capacity, the Department of Housing and Residence Life may assign RA roommates on a temporary or permanent basis.
5. SRAs are provided with many opportunities for leadership, interpersonal, communication, and conflict mediation skill development, networking, and work experiences applicable to many career fields.
6. The SRA position is a 20 hour per week commitment. During the summer, students not enrolled in courses may work up to 40 hours per week.

An SRA is permitted other on-campus employment if and only if 1) they are not enrolled in courses during the summer, 2) the total number of hours worked across positions does not exceed 40 hours per week, and 3) the other on-campus employment is disclosed to the Associate Director or their designee prior to accepting the SRA position or upon acceptance of other on-campus employment.

SRAs may hold other off-campus employment if and only if 1) they are not enrolled in courses during the summer, 2) the RA position takes priority over the off-campus employment opportunity, and 3) the other off-campus employment is disclosed to the Associate Director or their designee prior to accepting the SRA position or upon acceptance of other off-campus employment.

Failure to meet expectations for the position will result in Job Action leading up to and including termination.

7. Student teaching or participation in a paid or semester internship while serving as an SRA may only be approved by the Associate Director for Housing and Residence Life or their designee and must be disclosed prior to accepting the SRA position.

#### *Time Commitment*

1. SRAs may be required to work at the front desk or in an on-call capacity at times when the University is closed and classes are not in session including Memorial Day, Independence Day, and Juneteenth (see “Important Dates” section below).
2. All SRAs are expected to be present and available on their floors to respond to resident needs and any situations that arise. SRAs are provided with a private room at no cost and are assigned a bed space in the Summer Hall; they are expected to reside in this space.
3. SRAs help ensure the safety of hall residents by serving in a 14-hour on-call rotation, 6pm-8am, roughly one standing weeknight. On weekends, roughly one weekend per month, SRAs serve in a 24-hour on-call rotation. While serving on-call, during the week and on the weekends, SRAs are required to remain in their buildings, hold the on-call phone, conduct rounds of the building, and respond to calls. They may also be called upon to work the front desk to ensure a 24-hour desk operation. SRAs always serve on-call in pairs, 1) ensuring back-up for incident response, 2) allowing one SRA to leave the building during short periods of time between the hours of 8am-6pm on weekends while the other remains in the building and holds the on-call phone.
4. SRAs work 10 hours at the front desk weekly; these hours may be scheduled at other front desks.
5. SRAs are required to attend weekly staff meetings (1 hour), monthly all staff meetings (1 hour), and weekly one-on-ones with the Summer Hall Director (30 minutes-1 hour).

### Important Dates

Listed below are important dates for SRAs related to Summer Hall transition, training, and closing. SRAs are required to attend and participate in all trainings and hall openings and closings. Students interested in applying for the SRA position should make note of the dates listed below prior to applying. Note: these dates are subject to change but are best approximations as of the date of this posting.

Summer
Spring to Summer Hall Transition—May 3-4
SRA Training—May 6
Memorial Day—May 27
Juneteenth—June 19
Independence Day—July 4
Summer Scholars TOP/Move-In—July 7 & 8 (all SRAs required to be present)
Fall RA Training—July 31-August 7
Summer Hall to Fall Transition—August 6 & 7

\*Dates may be subject to change.

### *Personal Conduct and Conflicts of Interest*

1. SRAs are expected to establish positive, effective working relationships with the Summer Hall Director and other student staff members.
2. SRAs are expected to maintain a direct line of communication with the Summer Hall Director; resolve questions, share concerns, follow-up, and provide updates with professionalism.
3. When communicating with each other, SRAs are expected to demonstrate maturity, respect, honesty, patience, and empathy.
4. SRAs are not to have romantic relationships with residents over whom they have direct, indirect, or perceived influence. Recognizing that such relationships can develop, SRAs are expected to disclose romantic relationships with residents to their supervisor at which time an alternative position or building transfer may be considered.
5. SRAs who choose to engage in romantic relationships with other SRAs are encouraged to disclose said relationships to their supervisors as this can cause unforeseen issues, at such time an alternative position or building transfer may be considered.
6. SRAs should not transport residents in personal vehicles in their role as an SRA.
7. SRAs must not use their position to have influence over residents, including friends, roommates, or partners.

### **Core Responsibilities**

#### *Community Development*

1. Display a positive attitude and serve as a constructive role model for hall residents.
2. Establish helping relationships with floor residents by knowing and calling residents by their preferred names.
3. Be familiar with and use university referral resources when needed (academic, personal, social, counseling, financial, disciplinary, etc.).
4. Create and maintain attractive, informative, relevant, and up-to-date Bulletin Boards, twice over the summer, and Door Decorations, as residents check-in.
5. Plan, advertise, facilitate, and evaluate floor and/or building-wide programs:
  - a. One all-staff, building-wide program per month during May and June,
  - b. One program per week, alternating weekly floor and building-wide, during July and August when Summer Scholars are in residence.

6. Promote an appreciation for diversity, equity, and inclusion by role modeling and facilitating positive interactions between residents.
7. Proactively address potential roommate conflicts by encouraging completion of the Roommate Lifestyle Agreement.
8. Mediate conflicts that may occur between roommates and among other residents.
9. Be cognizant of happenings on the floor or wing (i.e. environment, programmatic initiatives, student leadership, and behavioral issues) and communicate them to the Summer Hall Director or other university officials in a timely and appropriate manner.

#### *Administrative Functions*

1. Effectively manage time to meet all deadlines and fulfill all administrative duties.
2. Assist with room check-in and checkout procedures throughout the year.
3. Maintain accuracy of key box by distributing keys according to training.
4. Conduct informational floor meetings twice over the summer (at the beginning of the summer and when Summer Scholars arrive), according to supervisor expectations.
5. Be aware of the physical condition of hall common areas (hallways, kitchens, study rooms) and public spaces (lobbies, lounges, recreation rooms), reporting maintenance issues, concerns, damages, or vandalism to the Summer Hall Director in a timely manner.
6. Assist residents in submitting maintenance requests.
7. Accurately account for hours worked by signing in and out of desk shifts, recording hours on Web Time Entry, and submitting Timesheets by communicated deadlines.
8. Perform other duties as necessary or assigned by supervisors or the Central Office staff.

#### *Safety & Security Functions*

1. Contribute to the safety of hall residents and security of the residence hall by consistently enforcing university and residence hall policies, consulting with the Summer Hall Director as needed.
2. Uphold and maintain a positive attitude concerning the department's policies and procedures.
3. Educate residents about hall policies and procedures, providing rationale and addressing questions.
4. Perform building rounds and complete rounds logs while serving on-call, three times per night.
5. Conduct health and safety checks of resident rooms according to published schedule.
6. Document alleged policy violations via Maxient Incident Reports, submitting Reports in a timely manner, and work closely with the Summer Hall Director to communicate actions taken.
7. Maintain confidentiality concerning policy violations and their resolution.
8. Respond to emergency and/or crisis situations according to training protocols.
9. Serve as Responsible Employee and report all instances of Title IX disclosures in adherence to university policy.

#### *Customer Service Front Desk Operations*

1. Adopt a spirit of helpfulness and provide excellent customer service to residents of and visitors to the residence hall, while working the front desk.
2. Serve as informational resource to residents and visitors, answer questions to best ability and make referrals when necessary.
3. Assist in ensuring the security of the building by requiring identification of residents and visitors upon entry, and logging visitors into the StarRez Student Housing System.
4. Accept deliveries, sort and log packages using Notifii Package Tracking software.

## Evaluation and Accountability

Summer Resident Assistants should expect informal, continual feedback regarding their job performance from their supervisor throughout their appointment. SRAs are formally evaluated once over the summer. During this process, feedback from residents and peers may be requested. Failure to meet expectations for job performance will be documented and may initiate Job Action.

Summer Resident Assistants serve as role models for academic success, conduct, and behavior. To fulfill the duties of their position, SRAs must hold themselves accountable to university and departmental policies, and expectations of their position. Should an SRA fail to meet said expectations, or violate the terms of their employment, the SRA can expect intervention on behalf of their supervisor up to and including termination.

The Job Action steps detailed below are intended to assist the SRA in identifying areas for improvement, accessing resources, developing skills sets, and building confidence to ensure success in the position.

- Verbal Warning (documented via Job Action form)
- Written Warning (documented via Job Action form; official letter in employment file)
- Probation
- Termination

Violations of the Student Code of Conduct, Hilltopics for Residence Hall Living, Student Staff Manual, and housing contract may result in termination. Some alleged violations require further investigation. During this time, the SRA may be removed from their duties temporarily, pending an outcome. The Job Action process does not replace the University conduct process; both processes can take place concurrently and separately, with one sometimes impacting the other.

Any SRA who is terminated has the right to appeal the decision to the Director for Housing and Residence Life or their designee in writing within five (5) business days of termination. Upon termination, SRAs are required to move out of their assigned space; accommodations elsewhere may be provided.

## Application Process

Interested students must apply online via Handshake. Contact [CareerHelp@wku.edu](mailto:CareerHelp@wku.edu) with questions about your Handshake account.

The **Summer Resident Assistant** application requires an updated resume and video responses to supplemental questions. Video responses are collected via Spark Hire, a video interview platform, and are required for all applicants. Video responses can be submitted using a mobile device, tablet, laptop, or computer.

A link to Spark Hire will be sent to applicants via email within three (3) business days.

Tips for video responses:

1. Pick a quiet and well-lit place where you won't be interrupted.
2. Speak clearly and audibly.
3. Take time to consider your responses.
4. Keep your responses concise, but make sure they're complete.
5. Listen to your recording. If you don't like it, re-record it.
6. Keep in mind reviewers will be able to see you; consider your appearance.
7. Be sure to provide your identifying information prior to submitting.

*Hiring Timeline—Summer RA Applicants*

Date	Task
3/1/24	Position Posted
3/15/24	Application Deadline
3/25/24-4/6/24	Interviews*
4/12/24	Offers Extended (via email)
4/19/24	Deadline to Accept/Decline Offer (via survey link in Offer email)

\*Summer Resident Assistant applicants currently employed in the RA position (academic year 2023-2024) will complete their Summer RA interview during scheduled one-on-one times March 25-April 5.

SRA applicants who are not currently employed in the RA position (academic year 2023-2024) will complete their Summer RA interview on Saturday, April 6. Invitations to sign-up for an interview timeslot will be extended via email by April 3. The deadline to sign-up for an interview timeslot is Friday, April 5.

SRA applicants who are not currently employed in the RA position (academic year 2023-2024) **and** have also applied for the Academic Year 2024-2025 Resident Assistant position will only sign up for one interview timeslot on Saturday, April 6.

Questions regarding the application process may be directed to [hrlapply@wku.edu](mailto:hrlapply@wku.edu).