

WEBSTER UNIVERSITY HOUSING AND RESIDENTIAL LIFE
SUMMER WVA RESIDENT ASSISTANT (RA) JOB DESCRIPTION

QUALIFICATIONS

- Be a full-time student of Webster University during the academic year. You are not required to be enrolled in summer classes. Students that graduate in May 2012 are not eligible.
- Demonstrate an ability to initiate various tasks and a willingness to accept responsibility.
- Display superior customer service abilities in addition to strong interpersonal and communication skills.
- Display an enthusiastic and positive attitude about the on-campus residence halls and campus.
- Must be reliable, flexible, and punctual.
- Maintain a professional, neat appearance and a positive demeanor.
- Be able to move furniture and equipment (with assistance).
- Must uphold and abide by all Residential Life, University, federal, state and local regulations and policies.
- Must attend staff training in May, in addition to required meetings throughout the summer.
- During the summer, you must live on campus in the Webster Village Apartments.

RESPONSIBILITIES

RAs work approximately 20 hours per week, in addition to on-call responsibilities. These staff members work with the summer students and conference groups that stay in the apartments. They also serve as Customer Service Associates in the WVA Office and as WVA Maintenance Assistants. Below is a list of some of the responsibilities associated with this position:

- Initiate, plan and organize programs that respond to the needs and interests of all residents.
- Facilitate community development through personal interactions, meetings, and activities.
- Be regularly available and accessible to address resident needs or concerns.
- Confront, document, and report policy violations in a timely manner.
- Understand crisis protocol and respond appropriately when emergencies arise within the halls (e.g. fire alarm, medical emergency, flood, power outage, etc.).
- Be familiar with building fire alarm system, and familiarize residents with building evacuation and other emergency procedures.
- Participate in the RA on-call rotation.
- Paint, clean, and conduct general turnover of apartments.
- Complete outdoor tasks as assigned, such as landscape projects or trash collection.
- Clean, vacuum, and collect trash in the offices and clubhouse.
- Set space for conference guests, including organizing, laundering, and placing linens.
- Move furniture to wax, paint, and clean resident rooms.
- Process and track maintenance work orders.
- Conduct room assessments and document findings on Unit Condition Reports.
- Administrative tasks such as filing, faxing, copying.
- Log and track incoming packages and resident mail.
- Professionally answer telephones and questions from residents, prospective students, and parents.
- Remain informed about Housing and Residential Life and Webster University in order to effectively answer questions and provide assistance to customers.
- Direct students to the appropriate campus resources when you are not able to assist them (e.g. ARC, Counseling, Health Services, Community Director, Public Safety, etc.).
- Staff the office in the absence of professional staff.
- Complete projects and tasks as assigned by professional staff.
- Conduct check-in and check-out processes for residents.
- Manage and keep accurate inventories on all room keys.
- Keep desk and office area clean and pleasing in appearance; maintain a professional atmosphere in the office.
- Demonstrate strict adherence to confidentiality in all matters concerning the Department of Housing and Residential Life.

ACCOUNTABILITY AND TERMINATION

- RAs are directly supervised by the Community Director of the WVA and Maria Hall. While performing as a Maintenance Assistant, RAs take direction from the Maintenance Supervisor.
- Staff members who fail to meet the minimum requirements of the position will be taken through the Corrective Counseling process.

REMUNERATION

- Compensated housing in a shared 4-bed apartment for the duration of employment (see contract dates below).
- RAs work approximately 20 hours per week as assigned by the supervisor, in addition to on-call responsibilities. If a staff member fails to work the required hours per week and does not make up for the time, he/she will be charged for housing for the appropriate time period during which work was not completed as required.

CONTRACT DATES

Summer 2012

- Start date: Monday, May 14, 2012
- Summer All-Staff Meeting: Monday, May 14, 2012, at 12pm
- Training and additional meetings will be scheduled after staff is hired
- End date: Tuesday, August 14, 2012

Questions? Contact Katie Knetzer, Assistant Director for Housing, at mccombka@webster.edu or 314-246-2031.