Row Kitchen Resident Assistant (RA) Role Description

Undergraduate residential student staff (“student staff”) play a critical role in the creation of safe, inclusive residential communities that support student health and well-being and promote personal and intellectual growth. While all student staff play a primary role in promoting the health and well-being of their community, there are a collection of operational roles on the Row that support the kitchens, finances, and operations of the residence. **For these roles, the bulk of time is spent managing operational duties.** The primary focus of a Row Kitchen RA is to ensure the dining experience in their residence is healthy, safe, and satisfying for their residents. The Row Kitchen RA is responsible for promoting learning in their residence through the lens of communal dining; assessing the needs of their community, analyzing and synthesizing that information, and sharing it with stakeholders; and partnering with the professional kitchen staff to order food, plan menus, and set food budgets. In addition, they are expected to ensure that the kitchen is clean and residents of the house understand and consistently follow all kitchen health and safety regulations. The Row Kitchen RA is also expected to work together with their fellow student staff members as a helpful, responsive, reliable team member. The Row Kitchen RA supports, adheres to, and complies with the law and the policies of Stanford University. The Row Kitchen RA serves as a positive role model to residents and peer student staff members.

**Core Staffing Responsibilities**

**Resident Support and Engagement**
- Welcome and integrate residents who move into residence.
- Maintain positive peer-leader relationships and support residents’ needs and goals. Be visible, available, and approachable to residents.
- Develop opportunities for individual residents to contribute to the building of community and a sense of belonging.
- Work as a member of the student staff team to support out-of-class learning opportunities for residents.

**Conflict Resolution**
- Mediate conflicts among residents as they arise.
- Notify Residence Dean and Resident Fellow(s) (if applicable) immediately of any escalated conflict among residents.

**Policy**
- Utilize an educational approach in addressing policy issues with residents, as well as the impacts of their behavior on other residents and the community.

**Crisis Response**
- Understand and follow the procedures provided in the student staff guidelines (distributed at student staff training).

**Administration**
- Maintain regular communication with Community Coordinator and other professional staff in Residential Education regarding residence activities and operations.
- Know\ and educate residents about the University emergency (e.g., earthquake and fire) protocols and procedures.
- Execute administrative functions such as completing and submitting all required financial documentation in a timely and accurate manner and identifying and reporting residential maintenance concerns.
- Participate in student staff recruitment and selection as required.
- Participate in pre-assignment and in-house draw as required.
Resident Assistant (RA) Role Descriptions

Kitchen Responsibilities

General Responsibilities

- Ensure that residents have access to ten prepared meals per week, and an open kitchen that is adequately stocked with healthy, diverse options that reasonably accommodate all residents (where applicable, in partnership with professional kitchen staff).
- Make each week’s nutritionally-balanced menu available to all residents prior to the start of the week.
- Ensure every resident attends a “New Resident Orientation” session within two weeks of moving into the residence, and ensure every resident knows emergency kitchen response protocol.
- Immediately notify Community Coordinator of any county health inspections that occur.
- Maintain a consistent presence during meal times in the residence.
- Ensure that any food deliveries are properly stored and that food is properly served according to Santa Clara County guidelines (required for Kitchen RAs in co-ops only).
- Participate in regular interactions with chef and chef’s assistant; facilitate resident interactions and feedback with chef and assistant (required for Kitchen RAs in self-ops only).
- Establish kitchen jobs and train and supervise hashers.
- Ensure that a nutritionally-balanced menu is provided each week, meeting the dietary needs of all residents whenever possible. Advise residents of their options if their dietary needs are not being met.
- Manage a mechanism for residents to provide feedback to kitchen staff on the quality and quantity of food.

Maintain Kitchen Operations

- Communicate regularly with Community Coordinator and Housing Building Manager in matters concerning the kitchen including but not limited to the maintenance and use of all equipment and health and food safety concerns.
- Ensure that the kitchen and dining room meet relevant standards.
- Develop and enforce dining guest/eating associate policies.
- Supervise the opening and closing of the kitchen.
- Set and manage the food budget in partnership with Row Financial RA.
- Manage food deliveries, ensuring that the necessary ingredients are available (required for Kitchen RAs in co-ops only).
- Ensure that prepared food is served and stored according to County food safety guidelines, with all items labeled appropriately for diet and allergies (required for Kitchen RAs in co-ops only).
- Manage relationship with and expectations of the chef and chef’s assistant(s) (required for Kitchen RAs in self-ops only).

Education and Training

- Schedule kitchen assistant and cleaning crews (required for Kitchen RAs in self-ops only).
- Introduce residents to kitchen equipment and storage, proper procedures, kitchen fire prevention methods, and sustainable kitchen practices, and check in regularly with all residents to ensure that they have a working understanding of kitchen health and safety.
- Meet with incoming student staff to pass along crucial information and documentation about the role’s responsibilities.