

Resident Assistant Operations (RA-O) 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 RA-O is responsible for working within a Row student staff team to foster a strong sense of residence stewardship while connecting residents with campus resources and creating meaningful residentially-oriented learning experiences. The RA-O also serves as a liaison between Residential Education, Residential & Dining Enterprises Student Housing, and the residence. They are active members of residential student staff leadership. The RA-O is expected to work together with their fellow student staff members as a helpful, responsive, reliable team member. The RA-O supports, adheres to, and complies with the law and the policies of Stanford University. The RA-O 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

Row Residence Responsibilities

General Responsibilities

- Collaborate with student staff members to create budgets and plan for residence and kitchen cleaning supply purchases.
- Work with the student staff team to create and collect from all residents a signed Supplemental House Agreement that augments the University's Residence Agreement and explains the responsibilities of and expectations for each resident. Submit a copy of the Supplemental House Agreement to Community Coordinator.

Facilities and Equipment Oversight

- Work closely with the Housing Building Manager to aid in maintaining the facility, request work orders, report any damages, report any rodent and pest issues, and distribute facility-related information as needed.
- Conduct regular inventory of residence supplies and reorder and restock as needed.
- Assume responsibility for job scheduling and management.
- Work with the student staff team to maintain clean kitchen standards.
- Serve as the primary liaison between the residence and Housing Building Manager, Housing front desk staff, and the County Inspectors (Health Inspector, County Fire Marshal). Ensure that the residence maintains a basic level of cleanliness and safety as determined by the University and the County.
- Work with Housing Building Manager to develop and implement longer-term projects for facility improvement.
- Conduct quarterly walkthroughs of the residence with HBM, and maintain a detailed inventory of residence-owned items. Lead the residence closing process in conjunction with other staff members and maintain residence storage space.

Education and Transition

- Maintain accurate records and documentation of all residence jobs.
- Coordinate educational opportunities for student staff and residents to learn about the facility and ways to ensure it continues to function well.
- Meet with incoming student staff to pass along crucial information and documentation about the role's responsibilities.