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.