

## **Resident Assistant + Operations (RA+O) Role Description**

Undergraduate residential student leaders (“student leaders”) 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. The RA + Operations (RA+O) role is a merged student leadership position that integrates the traditional Resident Assistant (RA) community building responsibilities with operational leadership, uniquely applicable to co-op communities.

This unified role reflects a foundational principle: student leader teams function as a single, collaborative unit in which responsibilities are shared, coordinated openly, and supported across the team. While all student leaders play a primary role in promoting the health and well-being of their community, the RA+O role serves to support the unique kitchen, finance, and operational components of co-op theme communities.

The RA+O fosters meaningful community, responds to student needs, supports residence operations, and stewards the physical environment in partnership with their fellow student leaders, Resident Director, Resident Fellow(s) (if applicable), Housing Building Manager, and other campus partners. The RA+O also serves as a liaison between Residential Education, Residential & Dining Enterprises Student Housing, and the residence.

The RA+O is expected to coordinate with their fellow student leader team as a helpful, responsive, and 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 leader members.

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## **Core Responsibilities**

### **Resident Support and Engagement**

- Welcome and integrate residents who move into residence.
- Be accessible to residents at various times throughout the week and weekends.
- 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.
- Assist residents as they develop interpersonal skills and individual responsibility.
- Encourage resident participation in residence leadership, University-sponsored programs, student organizations, and other activities.
- Connect residents to academic resources and disseminate relevant information on behalf of academic resources.
- Work as a member of the student leader team to support out-of-class learning opportunities for residents.

### **Community Leadership and Programming**

- Help establish community norms that promote accountability, integrity, equity, and open communication.
- Support and facilitate discussions that explore community values, communicating across differences, and themes relevant to residential life.
- Assess community needs and help plan events, workshops, and learning activities.

### **Conflict Resolution**

- Empower residents to resolve low-level conflicts using educational and restorative approaches.
- Mediate conflicts that require student leader involvement.
- Notify the Resident Director and Resident Fellow(s) (if applicable) of escalating or complex conflicts immediately.

### **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.
- Educate residents about University and residence policies through an educational, student-centered approach.

- Emphasize the impact of individual behavior on community well-being and shared stewardship of the residence.

### **Crisis Response**

- Understand and follow the procedures provided in the student leader guidelines (distributed at student leader training).

### **Administration**

- Maintain regular communication with the Resident Fellow(s), the 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.
- Be a responsible steward of University funds, assets, and resources.
- Be knowledgeable about the financial resources available for theme-specific programming and how to appropriately steward those funding sources.
- 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.
- Meet with incoming student leaders to provide continuity of knowledge, documentation, and best practices.
- Support team leadership structures, accountability, and regular coordination meetings.
- Participate in student leader recruitment and selection as required.
- Participate in pre-assignment and in-house draw as required.

## **Shared Operational and Facilities Stewardship Responsibilities**

### **Facilities, Sustainability, and House Operations**

- Work closely with the Housing Building Manager to maintain the facility, identify issues, request work orders, and support safety requirements.
- Conduct regular inventories of residence supplies; reorder and restock in coordination with team members.
- Maintain kitchen cleanliness, safety, and operational standards; provide orientation and training for residents where relevant.
- Manage house chores systems, tracking completion and ensuring accountability.
- Conduct quarterly walkthroughs with the Housing Building Manager; maintain detailed inventory of residence-owned items.

- Support longer term facilities improvement projects in partnership with the Housing Building Manager and professional staff.
- Serve as a liaison to County inspectors and Housing front desk staff when needed.
- Collaborate with the student leader team and R&DE professional staff to develop and maintain budgets for kitchen pantry and meals, cleaning supplies, and other operational needs.
- Ensure residents receive appropriate information about kitchen emergency procedures, maintenance, and operational updates.
- Maintain accurate records of operational systems such as chores, inventories, and facilities processes.
- Create educational opportunities for residents and student leaders to learn about facilities stewardship, sustainability, and operational decision making.

### **Additional Responsibilities**

Similar to the RA, and based on the residence type, structure, or community needs, the RA+O may also be assigned responsibilities such as:

- **Physical Health and Mental Well-Being:** Serve as a liaison to and representative for the support services that are offered through Vaden Health Center. Attend necessary training. Work with the house student leader team to integrate health and well-being initiatives into residence. (At least one required for each student leader team).
- **Residential Technical Support:** Assist residents with Stanford Residential Network Registration and direct them to campus technical support resources; assist Cardinal Print staff with access to printers; report printer related errors/issues as needed. (One required for each student leader team.)
- **Serve as a liaison and lead for residential efforts focusing on:**
  - Equity and Inclusion
  - Building a Culture of Consent and Title IX
  - Alcohol and Other Drugs
  - Emergency Protocols and Procedures
- **Dorm Government Lead:** Provide support and act as liaison between dorm government and professional staff (in residences with a dorm government).
- **Treasurer:** Manage the residence finances by determining a quarterly budget, making payments and processing reimbursements, maintaining financial records, and keeping the residence checkbook/debit card.
- **Party Planning:** Ensure the University party planning process and policies are followed.

- Team Leadership: Develop an accountability structure for the student leader team and lead student leader meetings.
- Residential Education Liaison: Meet with Resident Director and Community Coordinator as required.
- Facilities and Equipment Oversight: Ensure that the residence maintains a basic level of cleanliness and safety. Notify the appropriate offices of residence issues/needs. Maintain a detailed inventory of residence-owned items. Lead the residence closing process in conjunction with other student leader members. Maintain residence storage space.
  - Computer Cluster Management: Promote a healthy and inclusive cluster community. Collaborate with student leader team and campus partners to address computer cluster tidiness and cleanliness concerns
- Theme/Program Support: Coordinate and facilitate the development of theme-related projects and programs (in residences with a theme or pre-assignment program). Explain, document, track, and enforce pre-assignment requirements for all pre-assignees. Maintain regular communication with the Community Coordinator, faculty advisor, and other relevant professional staff regarding theme/program activities and events.