



Housing and Residential Life

Resident Assistant

Position Description

Resident Assistants (RAs) are students who live in the residence halls and are responsible for supporting and community-building with a group of residents. They build community, provide student support, act as a resource for students, coordinate social programs, and work together on administrative tasks such as facilities management and policy enforcement in the residence halls.

Below are the main position description categories for an RA at the University of New Hampshire.

Student and Community Development

1. Develop and promote a sense of community within your floor and building community based on departmental values.
2. Know every person on your assigned floor/area and as many building residents as possible by actively reaching out to them and taking genuine interest in them.
3. Provide social activity programming consistent with departmental and supervisor expectations.
4. Create and maintain bulletin boards consistent with departmental and supervisor expectations.
5. Generally, support student success and growth in our curriculum educational areas: academics and career, involvement and leadership, inclusion and belonging, health and well-being with support from your supervisor.
6. Assist in the development of a community conducive to both individual and community rights.
7. Be familiar with individuals and build morale with those on your floor. Use this knowledge to actively assist people in solving problems, roommate issues, improving interpersonal communication on the floor, and developing a true sense of community among all residents.
8. Show active support by helping the hall council and its members.

Community Outreach

1. Act as a liaison between residents and supervisors, identifying issues, problems, successes, and channeling information to supervisors.

2. Be present as a positive presence on your floor and building.
3. Walk through your assigned floor and building regularly, interacting with residents.
4. Complete the regular minimum resident contact requirements by supervisors.
5. Maintain knowledge of the nature and location of the various support services on campus and provide students with information regarding these resources or upcoming events and activities.

Policy Enforcement and Duty

1. Be knowledgeable of, understand, observe and enforce the policies and regulations of the community and the University. Report policy violations to supervisors and/or through reporting mechanisms learned in training.
2. Inform and advise residents of policies, procedures and regulations, and help residents abide by on-campus living policies.
3. Encourage both individual and group responsibility of their community and observance of university policies.
4. Participate in the duty rotations as scheduled and put forth by the department and supervisor.
5. Document and report all maintenance, facilities and safety concerns as well as student conduct incidents according to the procedures established by the department and supervisor.
6. Contact the RHD on duty when problem situations and emergencies arise.
7. Support safety and security in your hall by following provided protocols for emergency situations such as fires, fire alarms, inspections, or any other emergency situations.

Administrative Responsibilities

1. Distribute and post information promptly including flyers and hall newsletters.
2. Assist in the opening and closing procedures before and after each break period.
3. Assist your supervisor in maintenance requests, damage billing, room changes, occupancy reports, key distribution and collection, room readiness, and other administrative duties deemed necessary for community and facilities management.
4. Perform other administrative tasks as required by the department and supervisor.

Staff Development

1. Attend weekly RA staff meetings.
2. Attend regularly scheduled 1-1 meetings with your supervisor.
3. Participate in staff training programs, including training prior to the opening of the fall semester, training prior to the spring semester, and all other trainings and enrichments as scheduled.