

Summer 2024 RA Information

ETSU Housing and Residence Life is seeking Summer Resident Advisor applicants to work as a part of the Summer Conference and Housing Operations staff in the Department of Housing and Residence Life.

Important Dates:

- Staff who work all of summer 2024 will have training on the following dates: **Tuesday, May 7-Thursday, May 9, 2024** and **Monday, May 13-Wednesday, May 15, 2024**.
 - Staff who work Term I and/or Term II will receive training when agreements dates begin
- Summer RAs work during holiday periods over summer, including Memorial Day, Juneteenth, and Independence Day.

Summer RA Position Description

The Summer RA (SRA) position builds and maintains a residential community that engages students and creates an atmosphere for academic success and personal development. SRAs work under the direction of a supervising Summer Resident Director (SRD) and/or Area Coordinator (AC) or Apartments Manager (AM). These positions are front line customer service representatives of ETSU, assigned to an on-campus living area hosting summer conference guests, or summer residents. These individuals participate in the on-call SRA rotation, and help ensure that facilities are in good order.

This is a live-in position with a contract for the summer term. Continued employment is dependent upon job performance, evaluations by the immediate supervisor and Associate Director for Residence Life, and maintaining full-time enrollment, the minimum overall GPA, and good standing with the University/DHRL. The SRA position is 20 hours/week, averaged over the course of the summer. It is understood that a staff position in on-campus housing cannot be easily translated into hours worked per day or week, however, because of the unique nature of the responsibilities of the position. The SRA position requires a genuine personal commitment, flexibility, and a good understanding of the unpredictable nature of the actual time involved.

Duties and Responsibilities

The SRA is responsible for a variety of administrative and public relations functions including, but not limited to, the following:

- Working with other SRA staff to provide adequate on-call coverage in a 24-hour coverage rotation
- Staffing the residence hall summer desks or Buccaneer Ridge Clubhouse
- Attending weekly staff meetings
- Responding to emergencies and crisis situations
- Preparing buildings for incoming residents/guests/camps/conferences, which includes the preparation of bulletin boards and other welcome materials
- Conducting pre/post resident and guest/camp/conference building and room/apartment inspections
- Distributing and collecting keys and camp cards/encoding ETSU IDs as necessary
- Performing community walks throughout the buildings

- Helping maintain accurate resident and guest/camp/conference rosters
- Enforcing policies and procedures of the University, Housing, and camps/conferences
- Preparing and maintaining accurate duty logs and file/incident reports
- Reporting maintenance and custodial needs
- Reporting to and communicating with appropriate staff (Summer RDs and DHRL professional staff) regarding daily status, needs, etc. of residents and guests/camps/conferences
- Assisting with building preparation for fall opening
- Conducting tours, performing lockouts, etc.
- Attending staff training
- Other duties as assigned

In accordance with Tennessee state law, all residence hall and apartment staff must successfully pass a national and local criminal background check and have fingerprints on file with ETSU Public Safety before starting work.

Employment Conditions

Summer RAs are assigned to various spaces within the campus residence halls or at Buccaneer Ridge. They are expected to reside in their assigned space and be visible within the facility, as well as recognize that they may need to relocate (temporarily or permanently) during the summer term as staffing needs change.

Summer RAs employed for the full summer are allowed to request permission to be away from their assigned residential space for five (5) weekends – defined as 4:30 pm on Friday to 4:30 pm on Sunday) or ten (10) days/nights within the summer. Requests for time away must be prearranged and coordinated with other staff to ensure adequate coverage. All time away must be approved in-advance by the immediate supervisor and/or the Area Coordinator/Apartments Manager.

Individuals working as Summer RAs are permitted to enroll in courses during summer school sessions, but are not required to do so.

Any outside commitments, including additional employment, should be discussed with the Associate Director of Residence Life, as well as the supervising Area Coordinators/Apartments Manager, to ensure that the Summer RA position expectations can be met.

Compensation

Summer RAs receive a scholarship at the beginning of the term of their employment. Individuals who are employed the full summer (Pre-Summer, Term I, and Term II) will receive a scholarship in the amount of their summer housing rate (residence hall or Buccaneer Ridge) plus \$2,000.00. This amount will be prorated, depending on the amount of time worked during summer term. Scholarships are applied to student accounts through Financial Aid, and will apply to Summer 2024 accounts. Note that any costs associated with summer coursework, or prior outstanding balances, may affect how your compensation will be received.

Summer RAs working at Buccaneer Ridge or Centennial do not receive private apartments. As space allows, staff may be permitted to select a roommate.

In the event of resignation or termination of agreement, the Summer RA will be required to vacate the assigned living space immediately.

Qualifications

- Exhibit the following personal characteristics needed to be a good role model and build a successful community:
 - Commitment to student growth
 - Interpersonal and communication skills
 - Ability to interact with a diverse student population and relate well with peers
 - Accepting of others and approachable
 - Motivated with a positive attitude and integrity
 - Self-confidence, self-discipline, self-awareness
 - Receptive to feedback with a desire to improve and grow
 - Ability to problem-solve, make sound decisions, and exercise authority wisely
- While individuals holding the Summer RA position do not need to be enrolled for summer classes, they must be enrolled as a student in the summer or fall of 2024; exemptions must be made by the Associate Director for Residence Life.
- Individuals holding the SRA position are not required to return to work for ETSU Housing and Residence Life for 2024-2025.
- All individuals must have a minimum of a 2.50 cumulative GPA, and be in good standing with the University and the Department of Housing and Residence Life.
- Individuals must have completed at least 12 credit hours of full-time academic coursework at ETSU, or be a transfer student with 12+ credit hours earned as a full-time student at another institution, by employment start date. Credits earned as dual-enrollment, Advanced Placement (AP), or International Baccalaureate (IB) do not count towards this requirement.
- Have knowledge of campus resources and extracurricular activities with an understanding of how these provide opportunities for learning and development
- Have the ability to be flexible, work within a team, organize tasks, prioritize duties, and effectively complete the various components of the RA position, including the following physical requirements:
 - 1) visually assess the community, surroundings, and situations that occur spontaneously and respond appropriately;
 - 2) verbally communicate with staff, residents, and supervisors in casual and crisis interactions;
 - 3) use and operate keys/access cards, elevators, duty phones, and computer systems;
 - 4) access and respond to situations where they occur (i.e. inside student rooms, bathrooms, hallways, stairwells, elevators, and building lobbies).

SRA Duties and Responsibilities

The following represents a guideline for the RA duties as stated in the Residence Life Staff Handbook. Due to the ever-evolving needs of our students, other duties may be assigned. Training takes place in May, prior to the opening of summer term, and throughout the summer to further refine basic skills and professional development. Summer RAs are expected to know and abide by all University and DHRL rules, demonstrate positive attitudes and professional conduct, and perform all duties in an accurate and timely manner.

Community and Personal Development

- Build personal relationships with summer residents, guests, and camps/conferences by:
 - Knowing summer residents by name
 - Communicating with residents, guests, and camps/conferences in a professional manner
 - Establishing and maintaining a high level of visibility and availability
- Foster connections among summer residents by
 - Allowing residents to set personal, room, and community standards
 - Utilizing restorative practices as needed
- Assist summer residents with
 - Conflict mediation
 - Academic concerns
 - Personal and social matters
 - Connection to the campus community and resources

Safety & Security Functions

- Handle crises and emergencies calmly and appropriately; maintain order
- Report to facility and/or Public Safety for campus emergencies
- Appropriately advise, refer, and support students in crisis
- Fairly and consistently enforce University/DHRL policies and state laws
- Assist summer residents with personal problems/concerns
- Assist with fire drills
- Conduct health and safety inspections

Administrative Functions

- Assist with the opening and closing of summer housing
- Assist with Open House and other University/Housing recruitment events
- Attend staff meetings, one-on-one meetings, training workshops, and seminars
- Assume on-call coverage at appointed time and place, be available during entire duty shift, and perform tasks such as community walks; any needed follow-up; distributing flyers; assisting residents, guests, and camps/conferences; covering routine desk/Buc Ridge Clubhouse duties, documenting activities; and submitting Duty Logs
- Effectively communicate DHRL policies, procedures, and information to residents and guests
- Maintain open lines of communication with other DHRL staff
- Keep Summer RDs informed of activities in the community
- Document misconduct, problems, or issues
- Attend hearings as a witness for incidents you have reported
- Maintain confidentiality of residents' records and information
- Submit work orders
- Maintain updated bulletin boards
- Notify supervising Summer Resident Director and AC/AM when requesting to be away from campus for a night or weekend