University Student Apartments
Resident Assistant Job Description

Resident Assistants (RA) provide personal, interpersonal and community support for residents. RAs are instrumental in assisting, developing, and maintaining the quality of life within the diverse University Student Apartments (USA) community. In cooperation with USA staff, the Resident Life team, and Resident Council, RAs assist with the operation of the apartments according to USA policies and procedures.

RAs are supervised by the Associate Director of Resident Life and are appointed for a term of one (1) year beginning June 1 and ending the last day of May the following year. RAs may reapply for one (1) additional year, subject to approval by the Associate Director of Resident Life. RAs receive a partial monthly rent credit. RAs must meet all USA eligibility requirements and abide by all rules, regulations and policies of USA and the University of Utah. RAs must have daily access to email and will be provided with a telephone and answering machine in their apartment.

Resident Assistants:
Develop inclusive social and educational programs for USA residents by:
- Providing regular programming for support of engaged social, cultural, and educational life of residents within court and in complex-wide programming
- Proactively reaching out to all residents via email, personal contacts, and programs
- Preparing monthly newsletter for distribution to court/building residents

Serve as knowledgeable consultants for residents concerning USA, University and community resources by:
- Being aware of, understanding and communicating information about available resources to residents
- Proactively learning about University and community resources

Facilitate resident-to-resident and resident-to-staff interaction by:
- Being a role model and setting a positive example
- Developing a positive working relationship with USA Main Office and Maintenance staff and Resident Life team members
- Making initial contact to resolve resident issues and facilitating understanding between residents

Assist residents in understanding and ensuring compliance with policies and procedures by:
- Upholding the policies and procedures of USA and the University
- Encouraging residents to support and comply with USA and University policy and procedures
- Knowing procedures for USA policy violations and adjudication

Assist in the operation of the apartments in assigned areas by:
- Performing RA inspections and final walkthroughs of vacant apartments
- Conducting new resident orientations and issuing apartment keys
- Responding to resident questions and concerns in a timely manner
- Visually inspecting buildings, grounds & parking lots regularly
- Reporting maintenance issues and replacing light bulbs in common areas when necessary
- Distributing USA memos and flyers to individual apartments or posting on bulletin boards
- Overseeing proper use of laundry rooms and bulletin board posting areas
- Ensuring proper storage of residents’ personal items in common areas
- Assisting USA management, fire, police and emergency personnel with emergencies when requested

Participate in professional training opportunities by:
- Attending pre-service and in-service training program sessions
- Actively participating in Resident Assistants’ regularly scheduled staff meetings
- Assisting in the training of new Resident Assistants as requested

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