

2026 - 2027 RESIDENT ASSISTANT POSITION DESCRIPTION

EXPECTATIONS OF STUDENT RA APPOINTMENT: The following expectations must be accepted to serve in this role. Specific dates are subject to change based on academic calendar and needs of department and/or College.

1. **Supervision:** Student RAs report to a Residence Director (RD)
2. **Availability:** All Student RAs are expected to be sufficiently available in their assigned community to respond to emergency situations and to maintain regular contact with residents.
 - a. A Student RA is allowed 6 nights away each month. When a Student RA is not using their night away, and not on duty, will return to assigned hall no later than 3am, unless cleared by RD
 - b. Student RAs cannot make plans to leave campus during training, move-in, and any other communicated blackout dates without receiving prior approval from Residence Director.
 - c. Communities must always remain at least half-staffed unless explicitly authorized by the Director of Residence Life.
3. **Room and Meal Plan:** Student RAs are provided with an assigned room and a meal plan. Note, the meal plan can only be used while the College is in session. Student RA room assignments are subject to change based on a variety of factors, including but not limited to, community concerns, College needs, challenges to staff dynamic, supervision concerns, performance concerns, or relationship concerns within a community. The Department of Residence Life reserves the right to relocate Student RA room assignments as needed.
 - a. Student RAs will have the opportunity to select suitemates for their assigned apartment. If a Student RA does not select suitemates, they will be assigned by the department.
 - b. Student RAs will maintain an organized and clean apartment which can be used for room tours.
4. **Appointment Term:** The term for a Student RA appointment is one academic year (Fall and Spring semester), from Monday, August 17, 2026 to Thursday, May 13, 2027 at 6 PM. Student RAs may be removed, and an appointment terminated at any time and for any reason, including unsatisfactory performance, violation of College policies or protocols, failing to adhere to these expectations, the Resident Assistant Agreement or this position description, falling out of good standing, change in department needs, College closure or for any other reason within the discretion of the College. A Student RA who is released from their appointment term is solely responsible for securing alternate housing and for the cost of housing, meals and any relocation expenses. College housing is not guaranteed. Removal from the RA role will result in reassignment to a new student bedspace based on the Student RA's housing eligibility and College housing inventory.
5. **Training and Ongoing Development:** The Student RA role is an in-person role and Student RAs are required to attend and complete all training sessions in person prior to residence hall move-ins for both fall and spring academic terms. Student RAs are responsible for being knowledgeable of and implementing all information covered during training. RAs must return to campus to start in person training on Saturday,

August 15 – Sunday August 16, 2026 for Fall Training, and Sunday January 3 – Tuesday, January 5, 2027 for Spring Training. Student RAs who have employment that interferes with attending RA training are expected to coordinate with their employer to be present at RA training. Student RAs who have for credit academic commitments during training must communicate prior to training and make-up the training sessions with their Residence Director or professional staff member.

6. **Holidays and Breaks:** Student RAs are required to serve on duty for all Marymount Manhattan College holidays and breaks. These holiday duty obligations will be assigned by a professional staff member. Student RAs should not make plans to leave campus during the holidays or breaks without written approval from the Residence Director, as they are expected to provide 24-hour duty coverage. Dates are subject to change based on any changes to the academic calendar, and the needs of the department and/or College.
7. **Meetings:** Student RAs are required to attend weekly staff meetings and regularly scheduled one-on-one meetings with their supervisor. If unable to attend a scheduled one-on-one meeting, the Student RA should give notice of cancellation and are responsible for rescheduling the meeting with their supervisor. If a Student RA cannot attend meetings, must make other arrangement of assignments and missed information. Continual tardiness and absence from these meetings or assignments may result in removal from the Student RA position.
8. **Outside/Additional Activities and/or Work:** Since this role must be the primary role of those selected any outside activities must not come in conflict with the requirements and expectations of the role. Specifically:
 - a. Student RAs must prioritize their RA roles and must adhere to this when conflicting situations arise regarding leadership opportunities, employment, or other campus responsibilities that are not directly linked to classes. Student RAs should communicate any outside activities, employment or other non-academic commitments to their supervisor. On-campus and/or off-campus employment must be approved by their supervisor.
9. **Additional Expectations:** Student RAs must be available and visible in their assigned community for resident engagement, staff meetings, one-on-one meetings, interactions with residents, proctoring, etc. Available and visible is defined as being physically present and/or having a camera on if participating in a virtual opportunity. Please note that College housing experiences peak times including opening, closing, and transition periods. Student RAs are expected to assist with Student RA selection, duty hours during move in/out, room inspections, open houses, Orientation, move-in/move-out office hours, campus emergencies, or to support campus events or needs.
10. **Relationships:** Student RA's have responsibilities within the College community and therefore should be aware of the dynamics they have with fellow students. This may include friends, romantic partners, other residential students, and family members. Student RAs are not allowed to engage in a romantic relationship with a student assigned to their floor(s). The Department of Residence Life strongly discourages romantic relationships between Student RA's. If a situation occurs that, in the opinion of the Department of Residence Life, affects the Student RA's ability to complete their RA role effectively, the Student RA is subject to accountability action, removal from the role, and/or being relocated to a different community to serve as an RA.

11. **Performance Expectations and Removal from Role:** Student RAs are required to adhere to the expectations and responsibilities set forth by the Department of Residence Life. If a Student RA fails to do so, they will be held accountable as deemed appropriate. If a Student RA is removed from their role, they will be expected to end all responsibilities immediately and move out from their assigned bed space as directed by Residence Life. Student RAs must follow Residence Life directives during this process.

RESIDENTIAL LIFE RA COMPETENCIES AND RESPONSIBILITIES OF ROLE:

Marymount Manhattan College Office of Residence Life utilizes a competency-based model for our student staff. Competencies identify the skills, abilities, and knowledge that assist every staff member to succeed in their positions. The Department of Residence Life has identified seven competencies for our RA staff to use listed below. In addition to the list below, other responsibilities of Student RAs will be defined as needed by the Department of Residence Life and will be communicated to you by your supervisor and/or department leadership.

1. **Fostering a Sense of Belonging:** Includes knowledge, awareness, and respect for issues related to belonging, and communicating across difference.
 - a. Strive to effectively communicate across differences and foster respect among your residents.
 - b. Report instances of potential bias using the appropriate protocol as outlined in training.
 - c. Respect and foster a sense of belonging within the residential community through dialogue, programming, and role modeling.
 - d. Attend and actively engage in trainings focused on belonging.
2. **Administrative:** Focuses on administrative tasks such as weeklys, documentation, room inspections, opening and closing buildings, prioritization and time management.
 - a. Provide excellent student-centered service and assist your RD with effective administration of the community, including but not limited to assisting in the preparation for College housing opening, closing, and transitions.
 - b. Participate in weekly staff meetings. Attendance is mandatory at these events; in the event of illness or other emergency, the Student RA must communicate issues to their supervisor in advance of the meeting.
 - c. Participate in regular one-on-one meetings and provide regular e-mail updates regarding the community with the supervisor. If unable to attend a scheduled one-on-one meeting, the Student RA and/or RD should give notice of cancellation and are responsible for rescheduling the meeting with their supervisor.
 - d. Act as a liaison between the Department of Residence Life and residential students.
 - e. Complete various administrative components as instructed and in a timely manner and adhere to any assigned deadlines, including but not limited to a weekly report, incident reports, room inspections, and duty logs.
 - f. Respond to any communications on various platforms (email, Teams chats, etc.) from supervisor, fellow RAs, or other professional staff members within one business day.

3. **Residential Education and Community Development:** Recognizes signs of positive communities and building and enhancing communities through implementation of intentional strategies.
 - a. Host programs/initiatives and floor walks that aim to build connections and foster belonging within their assigned community, according to the guidelines provided by the Department of Residence Life.
 - b. Support and facilitate educational opportunities that promote residents' personal and professional development.
 - c. Assist residential students in academic, social, and personal matters through resource referral.
 - d. Support residents by communicating individual and community concerns to the supervisor.
 - e. Mediate conflict between residents and assist in facilitating roommate/apartment agreements.
 - f. Provide guidance and support, and role model appropriate behaviors as a responsible community member; this includes behavior on campus, off campus, and online (email, social media outlets, etc.). Student RAs agree to follow and enforce Resident's Guide to Community Living, Student Handbook, and city, state, and federal laws.
 - g. Be available to residents as a resource by promoting information regarding College initiatives and resources.
4. **Role Modeling:** Includes staff member's attitude and enthusiasm as a representative of the Department of Residence Life, customer service skills, judgment and decision-making skills and adherence to College Policies, policies as outlined in the Resident's Guide to Community Living, Student Handbook, and state, federal, and local laws and policies.
 - a. Work as a member of the Residence Life team through interaction with staff members in a cooperative, positive, and supportive manner.
 - b. Provide a solution-oriented approach when conflict arises.
 - c. Provide excellent student-centered service to your residents and the larger campus community.
5. **Interpersonal Skills:** Skills which focus on effective communication, conflict navigation and positive connections with residents, staff members and campus partners.
 - a. Develop rapport and maintain contact with residents by being visible on your floor.
 - b. Maintain open and timely communication (within one business day) with your supervisor, RA team, students, and staff. Keep your supervisor informed about important hall matters, including roommate conflicts, room changes, student concerns, damages, and disciplinary issues. Help residents learn to navigate conflict with one another and work through difficult situations to aid in growth.
 - c. Focus on your strengths and the strengths of your fellow staff members. Work on your weaknesses and encourage fellow staff members to do the same.

6. **Leadership:** Includes staying informed about college resources to connect residents effectively, participating in training and development to enhance necessary skills, and serving as a role model by balancing academics, residential life duties, and personal responsibilities.
 - a. Be familiar with College offices and services and act as a referral source for students in need of campus services.
 - b. Participate in required training and staff development activities, including fall and spring sessions.
 - c. Role model skills for maintaining balance between academics, residential life duties, and personal responsibilities.
 - d. Student RAs must be on time for all meetings, training, events, check-in shifts, move-out shifts, and other assigned events. If a Student RA anticipates being late, they must communicate with their supervisor in advance.
7. **Student Accountability and Crisis Response:** Recognizing and addressing behavioral issues that disrupt respectful and positive living environments and actively implementing College and department protocols to resolve these concerns.
 - a. Know, communicate, enforce, and abide by College and Residence Hall policies and procedures.
 - b. Confront all violations of policies promptly and consistently; follow-up appropriately to all emergency situations, respond in person and assist outside agencies when requested to do so.
 - c. Know and be prepared to enact all emergency and crisis procedures as outlined in trainings and communications.
 - d. Provide personal phone number to be utilized in the event of an emergency or extenuating circumstance. Student RAs are required to have a cellular phone to aid in communicating in crisis or emergencies.
 - e. Report Title IX prohibited conduct immediately as outlined in training, communications, College policy, and this position description. Members of the Marymount Manhattan College community designated as mandatory reporters under Marymount Manhattan College policy, including Student RAs, have a duty to immediately report any conduct that may constitute prohibited conduct under that policy to the Title IX Coordinator, but must otherwise keep the matter private and limit their report to only those individuals who are considered 'need-to-know'. Student RAs must adhere to training protocols. Student RAs may not begin duty for the academic year until they have participated in a Title IX training.
 - f. Communicate problems and concerns within the community with the supervisor. Urgent or emergency issues should be communicated up to the on-call professional staff member as outlined in training and communications.
 - g. Immediately report if a student indicates they may cause harm to themselves or others regardless of whether the Student RA is on duty. Specifically, Student RAs are obligated to immediately report this information to their supervisor, and/or on-call professional staff members.
 - h. Student RAs are prohibited from videotaping, recording, or photographing community members or College visitors without their permission. Please consult with a professional staff member if a photo is needed. The exception is if the Student RA is documenting a policy violation (e.g. video of pouring out alcohol).

- i. Participate in on-duty coverage as outlined in training, communications, and in the position description during scheduled evenings, weekends, breaks, and holidays.
 - i. Complete appropriate paperwork regarding incidents, confrontations, student concerns (Incident Report, duty logs, work orders, etc.) immediately after addressing the situation.
 - ii. Be responsible for the security and appropriate use of keys, duty phones, protected personal information, and other sensitive information. This includes not leaving the following unattended/unsecured:
 1. RA Office
 2. Room keys/full key packets
 3. Student rosters
 4. Duty phones

REQUEST FOR INFORMATION POLICY: As ambassadors of the College, it is important that Student RAs always conduct themselves in a manner that maintains the College's positive image. If a Student RA receives a media inquiry, the Student RA must direct such inquiry to their supervisor and the Director of Residence Life. Student RAs must not represent that they speak on behalf of the College. Additionally, Student RAs should not forward, share, or screenshot internal information to anyone who is not a staff member of the Department of Residence Life; this includes not posting such materials on social media platforms.

STATEMENT ON ACCOMMODATIONS: Student RAs who have a disability which could impact their ability to perform the Student RA role as outlined, or those who need a housing accommodation due to a medical condition or disability, should apply for accommodations through Disability Services at Marymount Manhattan College. To the best of the Student RA's ability, these accommodations should be requested and approved prior to the appointment date listed on this position description.

STATEMENT ON CONFIDENTIALITY: Student issues and/or concerns must be shared with the supervisor in a timely manner and adhere to training protocols. Consistent with the nature of their role, Student RAs must not guarantee confidentiality to students. However, except as required to report incidents and conduct consistent with applicable training and protocols, Student RAs should respect matters of student privacy. Student RAs should "go up with this information, not out" and bring these issues to the RD, not fellow RAs or other students.

STATEMENT OF ALCOHOL/DRUG USE: Student RAs are expected to serve as role models and uphold and abide by all department and College policies, as well as local, state, and federal laws. There is zero-tolerance for the use of alcohol or other substances in violation of policies or laws or in a manner which puts into question the Student RA's ability to exercise sound judgment or serve as an appropriate role model. RAs should not consume alcohol or other drugs while on duty or performing any RA responsibilities. Student RAs who fail to adhere to these standards may be removed from the role of Student RA, as well as subject to disciplinary action under the Student Handbook. For more specific information on Marymount Manhattan College policies please refer to the Student Handbook and the Resident's Guide to Community Living.

In the event that Marymount Manhattan College merges with Northeastern University this position description will apply to Northeastern – New York City.