

Duke Kunshan University Resident Assistant Job Description

The Resident Assistant (RA) at Duke Kunshan University (DKU) is a key student-support position that facilitates interpersonal and intercultural exchange and helps students connect with DKU. RAs serve as mentors, resources, role models and community builders for the undergraduate students. He/she is a listener and a person with good knowledge of campus and community resources. He/she is a member of a staff team responsible for residence hall programs and activities, policy enforcement, emergency response, and related residential life functions. Additionally, RAs provide academic support and intellectual engagement for undergraduate students. The RA is directly accountable to the Residence Life Coordinators and indirectly to the Residence Life Officer.

LEADERSHIP RESPONSIBILITIES

1. Community Building

- a. Become personally acquainted with each resident on his/her floor and have intentional and meaningful conversations with residents about their transition to DKU, the City of Kunshan, and China.
- b. Support the use of DKU community standards and promote community building as a whole.
- c. Become a positive role model for residents, and establish and sustain an environment of mutual respect and inclusion for all students.
- d. Facilitate at least eight events or activities per semester to promote interpersonal and intercultural interaction, and community development.

2. Residential Education

- a. Create and implement educational programs to foster living-learning communities. Possible topics include leadership development, diversity awareness, wellness promotion and community projects.
- b. Utilize events and activities that already exist on campus and in the Kunshan community to meet the needs and interests of students.
- c. Collaborate with Student Affairs Office (e.g. student involvement, athletics, CAPS, campus clinic), faculty members, and other offices on campus to promote First Year Experience and Sophomore Year Experience.

3. Peer Assistance and Academic Support

- a. Develop the capacity to listen, empathize, and be flexible and open-minded in responding to student needs and concerns.
- b. Serve as resources concerning residents' personal, academic and social issues and make referrals to appropriate departments when needed (e.g. campus clinic, CAPS, Academic Advising Office, etc.).
- c. Assist roommates or groups of residents with conflicts, encourage residents in finding their own solutions and provide mediation when needed.
- d. Maintain appropriate confidentiality with residents.

4. Student Conduct

- a. Demonstrate knowledge of and show thorough understanding of University policies and procedures.
- b. Develop consistent methods of enforcing rules and regulations and encourage residents to act with reason, assume responsibility for their actions, and to be considerate of the local law, the rights, and health and safety of others in the community.
- c. Consult with professional staff members on conduct actions as appropriate.

5. Health and Safety, Crisis and Emergency Response

- a. Provide scheduled on-call coverage (5:30P-9A, M-F; 9A-9A, Sat-Sun and holidays; separate duty rotations apply for on-campus and off-campus RAs) and respond to crisis situations, including medical and psychological emergencies when needed. During on-call hours, make rounds and be readily available to assist residents with their needs.

- b. Assist in fire drills, monthly room inspections, in collaboration with campus operations and emergency response team, to ensure proper health, safety and maintenance conditions of each residence hall room.
- c. Report issues related to safety hazard, routine and special maintenance needs, programs, student issues and incidents to the Residence Life Coordinators in a timely and appropriate fashion.

6. Administrative Duties

- a. Assist in hall move-in and move-out, and orientation week activities.
- b. Attend and actively participate in training sessions prior to the fall and spring semester as well as mandatory ongoing trainings throughout the year, weekly staff meetings, one-on-one meetings and evaluations with the Residence Life Coordinators.
- c. Complete requested reports and documentation (e.g. check-in/check-out records, room inspection forms, incident reports, duty logs, interaction logs, etc.) in a timely, thorough, and professional manner.
- d. Develop and promote a positive working relationship with all residence life staff, student affairs staff, housing staff, campus security and other external staff at off-campus halls.

TERMS OF EMPLOYMENT

1. **Appointment:** Position appointment is for the academic year while enrolled at DKU (August-May). Reappointment for an additional academic year is contingent upon satisfactory performance and successful completion of the annual reapplication process. The successful candidate must agree to place the position as one of the highest priorities. Additional appointment (e.g. student worker) and other extracurricular involvements (e.g. Student Government President, club president) other than the RA position must be communicated with, and approved in advance, by the Residence Life Coordinator.
2. **Benefits:** RAs receive a free single room on the floor of their assigned unit, a monthly stipend and monthly meal allowance. Aside from housing remuneration, first-year RAs' package include 4500RMB stipend/semester and 2000RMB meal allowance/semester and second-year RAs' package include 5000RMB stipend/semester and 2000RMB meal allowance/semester. The RA benefits may affect financial aid package, check with the Financial Aid Office regarding detailed policies.
3. **Holidays and Breaks:** RAs are expected to arrive early each semester and leave late at the end of each semester to coordinate building openings and closings. RAs must also provide residential team leadership presence when the residence halls are officially open (including national holidays in September, October, April, and May). During national holidays and breaks, each RA needs to rotate on 2-3 duty shifts per academic year.
4. **Accountability:**
 - a) RAs are strong role models for all residence hall students. It is expected that RAs make satisfactory academic progress during the period of appointment and present a positive attitude and example with regards to responsible behavior and adhere to the University policies and regulations. Violation of any DKU policies and procedures will be subject to DKU judicial process, up to and may lead to immediate termination from the position. This may also impact RAs' academic standing with current participation in the academic program.
 - b) A written warning can and will be issued to any RA who is failing to meet the requirements of the appointment. Significant failure to meet conditions of appointment may result in immediate removal of RA appointment. Examples include but are not limited to, improper usage of the master key, violating a university policy, failing to fulfill on-call responsibilities, endangering the safety and wellbeing of the resident(s), failing to participate in training, and failing to meet the requirements from the Residence Life Coordinator.
 - c) Circumstances may arise that necessitate the transfer of RAs within the DKU Residence Hall. Authority to approve such a transfer rests with the supervisor. Each RA may discover needs within their halls that are not addressed in this Job Description. The Residence Life Coordinator, as the supervisor of RAs, encourages individuality and creativity in job performance.