



Position Description: Resident Assistant

CIMBA Undergraduate Program Paraprofessional Staff

General

Resident Assistants (RAs) are an important link in the chain between academic achievement and personal growth while in the CIMBA Undergraduate Program. Due to the nature of the job, RA's tend to be "people-oriented." The position requires the ability to develop and guide a cohesive and inclusive community while supporting the academic mission of CIMBA through purposeful programming and demonstration of personal integrity. Successful RAs act calmly and effectively in emergency situations. RAs must be accepting of all personality types, must be open-minded, and be willing to celebrate diversity in all areas. It is important that they be sensitive and empathetic and concerned with why things happen as well as what happens. RAs should have the ability to change their minds, accept change in students, maintain consistency and fairness, and encourage and benefit from constructive criticism.

RAs must be able to communicate attitudes of trust, consistency, and honesty. It is also important that they be cooperative, contributing, and cohesive members of the campus staff. RAs should know their own limitations and when to ask for help. Most RAs comment that the most challenging part of the role was successfully managing the various responsibilities (office hours, nightly rounds, projects, etc.) and balancing those responsibilities with being a student and peer.

Required Skills

- Time management and prioritization
- Team building and interpersonal skills
- Public speaking
- Project management
- Delegation and management
- Conflict management
- Enthusiastic attitude towards learning Italian culture

CIMBA Undergraduate Basic Beliefs

As a member of the undergraduate staff, you will be held to the same standards and beliefs as all CIMBA employees:

- Place students first
- Create a total learning experience, embracing both personal and professional growth and development
- Achieve results that positively impact our students, employees, university members, alliance partners, and local community
- Value diversity in culture and expand the "assistant" perspective
- Be committed to innovation
- Teach people to effectively learn
- Have fun and enjoy living in Italy

RAs are staff members of CIMBA and are expected to act accordingly at all times. As staff members, RAs are expected to strive to accomplish the objectives of the residence hall program, while understanding they represent the interests of CIMBA and are expected to set a positive example for the students at all times. RAs responsibilities include not only student personal functions and residence hall functions, but also the ability to confront a variety of disciplinary/behavioral situations and assist with the management of the residence halls. RAs report to the Campus Life Coordinators and other undergraduate staff.

Function

The primary function of the RAs at the CIMBA Undergraduate Program is to promote and maintain a positive residence hall environment which is conducive to academic achievement and personal growth and respectful of the rights of all residents. By serving in the roles of peer counselor, advisor, role model, and limit setter, RAs facilitate the personal, social, and academic development of residents.

Under the supervision of the Campus Life Coordinators and undergraduate staff, RAs are an additional facilitator of the development of the residence hall community.

Responsibilities include:

Individual student contact

- Provide a safe and friendly living environment for all students.
- Maintain a living environment that is conducive to studying for all residents.
- Know names and pertinent information about residents; maintain contact with residents.
- Maintain a high profile in the hall and with residents; be approachable and receptive.
- Encourage interaction among all students in the residence hall.
- Create an environment in which individual differences are respected.
- Confront and document inappropriate behavior (i.e. behavior inconsistent with the 'CIMBA Behavior and Policy Agreement').
- Mediate conflicts between residents and identify unregistered guests in the dormitories and cafeteria to ensure safety and maintain integrity of program.
- Observe and respond to student behavior that may indicate personal, social, or academic problems.
- Be informed about campus resources and encourage students to take advantage of them.



Student Group Activities

- Assist in planning and conducting social, cultural, and recreational programs (i.e. sports matches, movies, holiday events). Semester RAs have a real leadership role in various events.
- Involve students in program planning by actively communicating information on activities, procedures, policies, and other issues.
- Accompany students, take attendance, and monitor students getting on/off buses for sponsored events (i.e. formal dinners, company tours, and optional trips).
 - During the summer, there are daily cultural trips that RAs will be scheduled to chaperone.
- Assist residents in establishing and maintaining community expectations and in accepting responsibility for group/individual issues.
- Assume a supportive role in New Student Orientation and Check-In and Check-Out Days.

Training

- Staff orientation and training will require arriving on campus the Tuesday before classes start for semester programs and Wednesday before classes start for summer programs. This is an intensive training which lasts three full days for semester sessions and two full days for summer sessions and will continue until school begins. If your final exam or holiday schedules do not permit an early arrival, please contact the University of Iowa CIMBA office immediately with your travel schedule. Only under extreme circumstances will we allow students to arrive late to training.
 - *American citizens do not require a visa for a stay of less than 90 days in the European Schengen zone. With RA training, students are in country for almost 90 days from the day of arrival until the Sunday after the program ends; therefore, you will not be able to arrive early or stay later within the Schengen zone.*
- Attend scheduled in-service trainings and meetings that average 10 hours per semester. Examples include:
 - CIMBA staff meetings (which will be announced later in the session).
 - Sessions regarding campus resource locations and how to use and set up all electronic equipment (i.e. projectors, overheads, TV's).
 - Sessions about performing simple maintenance in dorm rooms, effectively utilizing local transportation, and the locations and operating hours of local businesses.

Administrative Support

- Assist with hall opening and closing each session.
- Hang signs and make posters for announcements when necessary.
- Prepare welcome packets and help make welcome door tags for participants' room doors.
- Complete safety checks and/or room inventories throughout the session, particularly when room changes are due to occur.
- Investigate and report room and common area damage (i.e. bedrooms, TV rooms, hallways, dining rooms, classrooms).
- Communicate room change requests – ensure students do not change rooms without first asking staff.
- Inform staff of student/hall concerns regarding facilities, food service, and housing procedures.
- Participate in on-call responsibilities by always leaving cellular telephone (provided by CIMBA) on or calling staff to inform them you are not available for students, faculty, or staff in case of emergency.
- Check in with the office at least once per day (in addition to any scheduled office hours) to report any news, events or circumstances concerning the students, faculty, or campus.

On-Campus Role

- Assist in managing the computer rooms by checking to ensure all computers function properly, printers have paper and toners have ink, and PC rules are being followed by students.
- Put all magazines and books back on shelves, straighten chairs, and dispose of any trash at beginning and end of each workday.
- Check each classroom throughout the day after each of your classes to ensure the room is clean (tables wiped off, white boards clean, trash picked up), equipment is working properly, clean rags are available, and windows are shut at end of day.
- Support in maintaining bulletin boards to communicate bus schedules, current events, campus behavior policies, sign-up lists, and activities to do on and off campus.
- Be available at lunch, when necessary, to distribute and collect sign-up lists, make important announcements, and give out laundry tokens. (More applicable during summer programs.)
- Remain informed about travel and touring Europe and be able to impart information to students and faculty regarding travel ideas, transportation strikes, schedule changes, and other related information.
- Perform nightly rounds to ensure campus is an academically focused and safe environment
- Keep dorm room hours each week for students in conjunction with other Residence Hall Staff. RAs are expected to keep regular dorm room hours in their halls. Upon arrival in Paderno, meet with Campus Life Coordinators and the Office Manager to establish a schedule for the session to ensure at least one RA is available to students after the office closes in the evenings.

Team Member

- Provide support for staff members and staff decisions.
- Keep Campus Life Coordinators and office staff informed of residence hall and campus issues.
- Participate in personal and program evaluation.

Conditions of Employment

- RAs are expected to abide by the rules set forth in the CIMBA Student Behavior and Policy Agreement.
- RAs should understand they must maintain the confidentiality of sensitive information shared with them by the office staff, other RAs, students, and professors in order to protect and respect the integrity and interests of the office and individuals in the program.
- Weekends and travel breaks should be coordinated among RAs, Campus Life Coordinators, and the Office Manager to ensure that halls and campus are adequately staffed. *You are allowed to travel with the other students on the travel breaks*, but the office staff must know where you are going and when you will be leaving and returning to the campus.
- RAs should not compromise the integrity of their positions and roles on campus by engaging in actions and behaviors which would lead others to question their impartiality, judgement, or seriousness with which they approach their jobs. An example of behavior that would compromise the integrity of the student's

position would be for the candidate to be publicly intoxicated or acting irresponsible in front of students, faculty, or staff.

- RAs are expected to adhere to ethical behavior throughout employment with CIMBA, including setting a positive example for all students, such as being on time for classes and being prepared at all times.
- RAs must always be aware they represent the interests of CIMBA while on and off campus and their behavior should reflect a positive image of the CIMBA programs. An example of not representing the interests of CIMBA is excessive drinking with students.
- It is expected that any issues the RA is having with other students, staff, faculty, or administration be brought to the attention of the Campus Life Coordinators and Office Manager, rather than trying to diffuse the situation themselves.
- To participate in, and complete, the CIMBA LIFE program with optional participation in the LEAP program.

Termination

- An RA may terminate his/her employment by giving two week's notice in writing to the Campus Life Coordinators and Office Manager. When termination is necessary, one week's notice will usually be given by the employer. In extreme circumstances, an RA may be discharged without written notice for just cause and could be relieved of her/his duties immediately. In the event an RA terminates her/his employment or is relieved of her/his position, CIMBA and The University of Iowa CIMBA office will determine the financial implications of the award that was provided as part of the employment agreement according to the time remaining in the session.

Examples of Work

The following are some examples of work performed by past RAs:

- Initiate regular conversations with students about academic achievements and developmental opportunities while referring to and providing additional resources.
- In conjunction with other RAs, create an academic community by coordinating academic programs (study groups etc.), recognize academic effort, and role model effective academic behavior (attend classes, speak positively about program, study with room door open occasionally, etc.).
- Complete room checks as required by hall operations.
- Report maintenance and repair problems to CIMBA office and to Campus Life Coordinators.
- Help implement fire and safety procedures.
- Identify behavior inconsistent with Behavioral Policy Guidelines and document these actions.
- Help the sports RA plan basketball and volleyball tournaments with US and Italian students.
- Identify cultural activities, such as musical and theatrical opportunities, for students.
- Be available before and after CAP Seminars to assist instructors and, when needed, be in the cafeteria to make important announcements.
- Be available after each of your classes to help professors straighten chairs, clean white boards, and pick up trash for the next class.
- Help load buses for field trips, pick up trash left on buses, and ensure students are following the rules set out in the Behavior and Policy Agreement.

Outline of Semester Duties

- Nightly rounds
- Office hours
- Individual project (Yearbook, Newsletter, Events, etc.)
- Other, as needed

Outline of Summer Duties

- Nightly rounds
- Office hours (less than semester)
- Lunch and dinner announcements & sign ups
- Trip Accompaniment
- Other, as needed