



# Plymouth State UNIVERSITY

Department of Residential Life and Dining Services  
Plymouth, New Hampshire

## **ASSISTANT RESIDENCE DIRECTOR Position Description**

### **GENERAL DESCRIPTION**

The Assistant Residence Director (ARD) is a student employed by the Department of Residential Life as a para-professional to support the philosophy and strive to enhance the mission of Plymouth State University and the Department of Residential Life in the daily responsibilities of the position.

The ARD is primarily involved in assisting the Residence Director in managing the Residence Hall facility, assisting student staff with social and educational programming, and overseeing front desk operations. This position requires a serious time commitment and willingness to be available and accessible to staff and students.

The ARD receives direct supervision from the Residence Director (RD) of the residence hall they are assigned to and functional supervision from the Assistant Director for Staff Development and Training as the advisor to the ARD Group.

### **POSITION DUTIES AND RESPONSIBILITIES**

#### **A. Student Interaction**

- a. Work to create a safe environment that fosters the educational mission of the department and enhances personal development.
- b. Work to create an environment in which each member has the opportunity to make a positive contribution and where there is respect for each other's rights.
- c. Identify student's needs and respond to them in a variety of means such as activities, programs, and individual/group interactions.
- d. Act as a role model to students. Use good judgment and be consistent and considerate in all relationships with students. Be aware of your actions so they cannot be questioned when you might have to question the actions of others.
- e. Encourage students to accept responsibility in dealing directly with others in an appropriate manner. Follow up on all situations brought to your attention.
- f. Facilitate conflict mediation as directed by RD.
- g. Advises hall council/activities group as assigned by RD.

#### **B. Staff Interaction**

- a. Act as a role model among staff. Use good judgment and be consistent and considerate in all relationships with other staff members. Be aware of your actions so they cannot be questioned when you might feel the need to question the actions of others.
- b. Communication with Residence Director on what is happening on wing / floor / building through regular conversations and 1-on-1 meetings (weekly or bi-weekly for up to 1 hour).
- c. Attend and participate in weekly staff meetings, as specified by Residence Director (once a week, up to 2 hours).
- d. Assist RD with CA staff supervision including mediating conflict.
- e. Attend, participate, and present during staff training prior to the official opening date of halls for fall and spring semesters.
- f. An official evaluation will be made once each semester by the Residence Director. ARDs will be informed of all comments made about performance that are included in their personnel file.

- g. Work closely with custodial and maintenance personnel to help them accomplish their goals as efficiently as possible.

**C. Administrative**

- a. Directly supervise hall front desk employees: Advertise positions, distribute and collect applications, interview applicants, extend job offers, conduct front desk training, schedule employee hours, facilitate completion of needed paperwork to be eligible for payroll, collect time sheets, hold employees accountable to expectations, hire/terminate employees when needed (in conjunction with RD), delegate desk duties to employees, hold desk staff meetings when needed.
- b. Oversee Front Desk operations: Organize front desk equipment and supplies, replenish needed supplies and equipment with appropriate authorization from RD, establish systems for equipment check out, develop hours of operation, provide needed resource materials that are accessible to the desk staff, facilitate opening of desk at beginning of year and end of vacation periods and closing of desk at vacation beginnings and end of semesters.
- c. Enter and approve workorders regularly. Assist with work order tracking system as assigned by RD.
- d. Track and actively participate in community builders and hall programming.
- e. Develop and participate in staff duty rotation calendar.
- f. Coordinate petty cash and cash advances for CA staff as directed by RD.
- g. Establish, advertise, and hold regular office hours: 6 hours in Residence Hall and 2 hours in Holmes House.
- h. Keep residents and staff informed about University events by posting signs, developing bulletin boards, and holding regular floor meetings.
- i. Complete bulletin boards (at least once a month) as specified by Residence Director.
- j. Maintain active Plymouth State University email and voicemail. Check daily along with campus and staff mailboxes and all staff logs, as specified by Residence Director.
- k. Submit all paperwork in a complete, appropriate, and timely manner.

**D. Counseling**

- a. Be aware of social and academic concerns and respond to them within established procedures and protocols.
- b. Act as a peer counselor/educator as needed.
- c. Demonstrate effective listening skills.
- d. Consult with the RD on problems or situations that may require prolonged or professional attention.

**E. Confrontation**

- a. Be familiar with, enforce, and abide by residence hall, Department of Residential Life, and Plymouth State University policies.
- b. Within established procedures (while on duty or off, day or night) ARDs must confront inappropriate behavior from residents and staff.
- c. ARDs must consistently and considerately enforce residence hall, Residence Life, and University policies without favoritism or bias.
- d. Document situations in an objective manner.
- e. All situations requiring documentations should be reported immediately, but no later than 24 hours after incident has occurred.

**F. Emergency Response**

- a. Be knowledgeable of emergency protocols, and participate in and complete assigned duties during fire alarms, medical emergencies, etc.
- b. Respond to emergency situations quickly and appropriately.
- c. In the absence of the RD, act as primary contact to emergency personnel.

**G. Liaison**

- a. Act as a representative of the University and the Department of Residential Life in the residence hall and on campus for parents, prospective students and guests.
- b. Be familiar with campus and community resources to act as a referral agent for students.

**H. Personal**

- a. Participate in professional/personal development opportunities both on and off campus.
- b. Seek appropriate follow-up and/or assistance regarding personal and/or professional concerns.

**I. Other**

- a. Staff members are subject to a 24-hour on-call status. This may mean performing all aspects of position responsibilities while in the residence halls and on campus, on or off duty, day or night.
- b. Respect and maintain confidentiality of personal and professional communication with staff and students.
- c. Required to participate in fall training (2 weeks before fall semester begins) and spring training (3-5 days before spring semester begins).

- d. Required to arrive early/stay late in order to open/close the residence hall for some breaks (Thanksgiving Break, Winter Break, and Spring Break), holiday weekends (Veteran's Day Weekend and Columbus Day Weekend), theme weekends (Homecoming and Spring Fling), and the beginning and end of each semester. Exceptions must be discussed with and are at the discretion of the Residence Director.
- e. Dedicate time as needed to effectively accomplish tasks described above.
- f. Other duties as assigned by the Residence Director.

## **DEPARTMENTAL EXPECTATIONS**

- Be familiar with and knowledgeable of the ARD Manual, Student Handbook, Department of Residential Life policies, and Plymouth State University policies.
- Follow all policies that are set for students by both the Department of Residential Life and Plymouth State University.
- Understand and work to support the mission and purpose of the Department of Residential Life and Plymouth State University.
- Must not lend or give out staff related materials to residents (i.e., building rosters, internal staff documents, supplies, etc), as specified by Residence Director.
- Must not misuse or abuse the privilege of the building master key. This includes:
  - Removing the master key from the building.
  - Lending the master key to residents.
  - Using the master key for purposes other than to perform responsibilities of their position.
  - Other building specific expectations as specified by Residence Director.
- Outside Commitment Policy:
  - All staff members are expected to discuss all outside commitments with Residence Director (this includes extra-curricular, co-curricular, and other employment).
  - All staff members are permitted to have up to 10 hours per week of outside commitment, other than academics and the responsibilities of their position.
  - All staff members must seek approval from Residence Director to be involved in more than 10 hours per week of outside commitment.
- Alcohol Policy:
  - Staff members under the age of 21 are not permitted to be in the possession of, consume, be under the influence of, or be in the presence of alcoholic beverages in any of the on campus residential facilities.
  - Staff members of legal drinking age must comply with all Plymouth State University rules and regulations and conduct themselves in a responsible manner. No consumption of alcohol can occur when a minor is present.
  - Providing alcoholic beverages for underage residents/staff is strictly forbidden.
- Drug Policy:
  - Staff members are not permitted to be in the possession of, consume, or be in the presence of the use of any illicit drugs.
- An official evaluation will be made once each semester by the Residence Director. Each ARD will be allowed to participate and will be informed of all comments made about performance that are included in their personnel file.

## **QUALIFICATIONS**

- Student of Plymouth State University:
  - Full-Time Undergraduate Student:
    - Currently enrolled in and must maintain a minimum of 12 credits per semester but not taking an overload (over 17 credits), unless approved, or
  - Full-time Graduate Student:
    - Currently enrolled in and must maintain a minimum of 6 credits per semester but not taking an overload (over 9 credits), unless approved, or
  - Transfer Students:
    - Currently admitted to PSU and having been a full-time student at previous institution.
    - Currently enrolled in and must maintain a minimum of 12 credits per semester but not taking an overload (over 17 credits), unless approved.

- Currently hold (at time of application) and must maintain (during employment) a cumulative GPA of 2.0 or higher. Failure to maintain (during employment) a semesterly GPA of 2.0 or higher will result in probation.
- Minimum of one year of Residential Life staff experience (can be hired contingent upon successful completion of that year).
- Must not be on any form of probation within Plymouth State University judicial system at the time of application and at any time following.

**COMPENSATION**

- All ARDs are assigned to double rooms as a single room (unless there is a need by the department to assign a roommate due to high occupancy, in which case additional compensation may be included).
- All ARDs receive a scholarship each semester in the amount of the cost of a single room. Be advised that this will most likely affect financial aid packages. Contact Financial Aid Office with questions.
- ARDs receive a stipend each semester, distributed in bi-weekly paychecks. Returning ARDs receive an increase in stipend after every two semesters of service.
- All staff members are further compensated with opportunities for personal/professional development offered through, and at the discretion of, the Department of Residential Life.

**STAFF CONTRACT** (to be signed after receiving position)

I, the undersigned, hereby agree to all aspects of the above specified Assistant Residence Director position description.

I, the undersigned, understand that failure to meet responsibilities or expectations associated with the Assistant Residence Director position description may result in disciplinary action up to termination from the Assistant Residence Director position and possible judicial action through the Plymouth State University judicial system.

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Staff Member's Signature

\_\_\_\_\_  
Residence Director's Signature

\_\_\_\_\_  
Staff Member's Name (please print)

\_\_\_\_\_  
Date