Rutgers Residence Life
Apartment Assistant Job Description

Position Overview:
The Apartment Assistant is the most important position in Residence Life as it is the face and the voice of the department. As such all AAs must be committed to the mission of residence life which is to foster and inspire strong, inclusive communities; encourage and support students in their academic, social and personal growth; help students develop skills to succeed in a diverse, global society; promote the appreciation of diversity and cultivate an independent living environment.

Apartment Assistants must also be committed to self-development and the development of others, to the mission and identity of the campus/residential college on which they work, and to the staff team in which they work. AAs are expected to serve as a role model on campus, exhibit the ability to be an effective listener and an excellent resource, and to show ethical behavior at all times.

Due to the unique nature of the position of an AA, work cannot easily be translated into hours worked per day or week. The AA job requires both regularly scheduled responsibilities and times at which AAs are available and accessible to residents. A reasonable work schedule would include both types of time; for example, regularly scheduled responsibilities (staff meetings, staff training, student groups, programming), and availability/visibility time at varying intervals during the day and night in the building. AAs are expected to be reasonably available and willing to work during emergencies and other unexpected events for which Residence Life support is needed.

SUMMARY OF POSITION RESPONSIBILITIES

PROBLEM SOLVING RESPONSIBILITIES
To achieve the goals of Residence Life, an AA must approach all situations in an educational manner showing care and respect for all students. The AA role in responding to student concerns and crises will allow staff to maintain a positive community, to build relationships with students, and the community at large. AAs are the first line of response in managing student and community concerns and will be expected to critically evaluate and determine the appropriate follow-up needed. Due to the private nature of crisis situations, staff must maintain strict confidentiality with student information.

Policy Enforcement
- Understand and uphold all University and residence hall rules, regulations, and policies.
- Use an educational and creative approach to address students about policies, as well as the impacts of their behavior.
- Address all policy violations immediately and consistently.
- Maintain consistency and fairness when dealing with all students in the building.
- Document student concerns and notify the supervisor in a timely fashion.
- Seek support and guidance from supervisor during and after difficult situations
- Follow up with residents after a confrontation.

Conflict Resolution
- Help develop an atmosphere in which students have concern and respect for the rights of others.
- Engage students in proactive discussions about living cooperatively and independently.
- Empower and educate students to resolve and mediate conflicts on their own.
- Mediate conflicts amongst residents as they arise.
- Notify supervisor immediately of any conflict that may escalate
Crisis Response
- Understand and maintain familiarity with crisis protocols.
- Respond to crises as they occur on the floor/stairwell and in the building.
- Complete necessary paperwork involved in documenting the crisis.
- Escalate necessary situations to appropriate supervisor(s) immediately.
- Follow up with residents regarding any crisis situations.

Duty
- Share in building duty rotation between the hours of 8pm and 8am, Monday through Friday, and 24 hours on Saturday and Sunday.
- Where applicable, AAs will sit desk as a function of duty.
- Conduct building rounds to build relationships with students, confront policy infractions, and note facility concerns.
- Assist students who are locked out of their room.
- Share in duty coverage in buildings open over university break periods.
- Share in campus duty with entire campus staff between the hours of 5pm and 8pm, Monday through Friday.

STUDENT DEVELOPMENT RESPONSIBILITIES
Facilitating a positive community, where students learn to live independently is integral part to achieving the goals of Residence Life. In order to create these community AAs must develop a community identity that values respect for others, and celebrates the differences each person brings to the community. AAs will facilitate community development through having meetings with apartment sections, creating an Area newsletter, and working in conjunction with Hall Government to provide programs.

Community Development
- Encourage understanding and acceptance, and promote inclusive communities.
- Develop communities focused on independent living and the academic success of each student.
- Assist in the development of community standards and apartment-mate contracts.
- Encourage university involvement, civic engagement, and social responsibility.
- Support Hall Government/Apartment Board and encourage resident participation.
- Encourage residents to respect and maintain the building.

Programming
- Provide programs based on the assessed needs of the community.
- Plan a combination of community development activities and formal programs in accordance with campus/residential college programming requirements.
- Educate residents about campus/residential college identity.
- Work closely with Hall Government/Apartment Board when facilitating programs in the area.

Resident Relationships
- Assist residents in the development of an apartment contract.
- Serve as a resource for general questions and concerns.
- Be available, visible, and accessible to residents.
- Actively build relationships with residents.

ADMINISTRATIVE RESPONSIBILITIES
As a Residence Life staff member AAs are expected to be integral part of the staff team and to participate in the work that supports the development of inclusive and safe communities. To facilitate the development of a staff team, AAs must work cooperatively with all staff within the building and the department. Much of the
work that Hall Directors, Residence Life Coordinators, and Assistant Directors do is dependent on the strong work ethic of the Apartment Assistant. Providing support, responding to facility concerns promptly, and completing necessary paperwork are some of the ways an AA can be a good team member.

**Facility Oversight**
- Support and work cooperatively with the Housing staff.
- Report facilities problems or damage immediately to the appropriate Housing staff.
- Encourage resident interaction with Housing maintenance staff.
- Empower students to personally report maintenance problems.
- Assist in the facilitation of the room change process.
- Assist in key distribution during opening periods.

**Staff Expectations**
- Support the missions of the Office of Residence Life and the University.
- Work cooperatively with fellow staff members to create a positive presence in the residence halls.
- Maintain a community bulletin board with pertinent university and community information.
- Attend all trainings and meetings designated by supervisor.
- Participate in staff selection and recruitment.
- Assist with opening and closing residence halls at the beginning and end of each semester, as well as during vacation periods.
- Check Residence Life mailbox daily.
- Complete specified reports and paperwork in a timely manner.
- Obtain a working landline phone and answering machine.
- Consistently check and maintain an eden email address.
- Conduct floor occupancy reports when requested.
- Conduct room condition checks before opening.
- Assist in staffing and response to planned and unplanned university programs, athletics, and world events.
- The AA position is a live-in position, and as such AAs are expected to sleep in their own apartment each night. AAs are encouraged to get away one weekend per month.

**QUALIFICATIONS**
- Leadership potential as shown through past leadership experiences, recommendations, and a desire to advocate for residents.
- Commitment to personal growth.
- Sensitivity and genuine concern for other students that would compel one to form relationships with every resident assigned.
- Strong interpersonal, critical-thinking, and communication skills.
- Applicants must have at least a 2.50 cumulative average and be considered a full-time student, and must maintain a 2.30 cumulative average to stay on staff.
- Applicants must have completed 12 credits at Rutgers.
- All applicants must be in good academic with no prior judicial sanctions.
- AAs cannot hold a full-time position elsewhere (e.g., student teaching, full-time internships).

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