



## Residential Hospitality Assistant Position Description Fall 2017 – Spring 2018

### **UNIVERSITY HOUSING MISSION STATEMENT:**

UWM University Housing is committed to enhancing community members' cultural understanding, leadership skills, academic success, social connections, and social responsibility by creating safe, comfortable, and well-maintained living learning environments that inspire growth and development.

**POSITION:** Residential Hospitality Assistant (RHA) for Residence Halls

**SUPERVISOR:** Residence Life Full-time Staff Member

**SCOPE:** Residential Hospitality Assistants (RHA) work with residents and guests within the KSA (20-25 hours per week) in a paraprofessional capacity. RHAs assume responsibilities for providing resident and guest assistance; peer counseling; conflict mediation; developing and implementing programs and events for residents; enforcing University Housing policy and assuming the role of securing the residence halls when on duty.

### **QUALIFICATIONS FOR ALL RHA CANDIDATES:**

- Must be at least 22 years of age or at least of junior status at two weeks prior to the start of the semester for which the candidate is applying due to current Kenilworth age/classification requirements
- Must have full-time student status of 12 undergraduate or 8 graduate credits at University of Wisconsin-Milwaukee at the time of application and will be expected to maintain this minimum while employed
- Maintain good academic standing with the University including both a semester and cumulative grade point average (GPA) of 2.5 and a GPA of 2.5 the semester/term prior to the application submission date and/or hiring semester/term. Grade checks are completed by the department on a semester/term basis for all applicants and employees of University Housing.
- Should possess initiative, responsibility and good judgment as well as the ability to act independently, with little or no supervision while performing a variety of tasks.
- Demonstrated qualities and experiences in leadership, problem solving, and critical thinking
- Adequate experience and knowledge of a residential community, obtained either at UW-Milwaukee or another institution
- Previous experience in customer service, living in the residence halls and leadership positions preferred
- Previous work as a Resident Assistant or RHA at UW-Milwaukee with University Housing strongly preferred
- Direct work with international students and/or study abroad experience preferred
- An RHA is expected to be dependable and exhibit leadership and role model positive behavior while remaining sensitive to the needs of all KSA residents and guests
- RHAs also support and work with Residential Guest Service (RGS) operations
- RHAs will also assist with planning, billing, and general administrative services for conferences, intern center, and guest housing.

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# UNIVERSITY HOUSING

## **ESSENTIAL FUNCTIONS:**

- Work collaboratively with the KSA Coordinator, fellow RHA staff, RGS Staff, University Housing staff, and campus constituents
- Develop an open and honest relationship with each resident (approximately 60-100) in their community, maintaining appropriate boundaries, and serving as a University resource person
- Be a role model for the student/resident community by maintaining a positive and helpful attitude with students, UWM Departments and staff, demonstrating a commitment to diversity, inclusion and sensitivity, and showing a genuine interest in working within the student and the University's best interests
- Develop and encourage a community atmosphere conducive to effective studying and appropriate social relationships, as well as promote student development through events and outreach
- Ensure that privileged information remains confidential while maintaining accurate records and completing necessary paperwork for University Housing
- Be on duty in the residence hall during evenings and weekends when specified (approximately 3 weekend nights per month). This includes:
  - assessing and appropriately responding to emergency situations
  - dealing effectively with potential problems and/or security situations
  - performing security related functions as assigned
- Abide by all aspects of the University Housing Resident contract and the RHA Employment Agreement as well as meet all additional expectations as outlined in the RHA Manual, training materials, student employment handbook and training sessions
- Be available for extensive training prior to each semester and participate in on-going staff development throughout the year
- Complete 10-15 hours per week at the Kenilworth Service Desk as a part of the RGS staff team
- Assist with on-call duty responsibilities as needed in KSA.

## **PHYSICAL REQUIREMENTS:**

- Physical ability to handle position responsibilities including touring building and responding to emergency situations promptly (use of stairs and elevator).
- Must be physically able to move quickly through congested crowd situations and effectively communicate to a large groups of people.
- Actively participate in fire safety training.
- Ability to communicate effectively by means of a two-way radio system and a telephone.
- Ability to complete paperwork and read IDs.
- Ability to respond to duties at any hour and for prolonged periods of time.

## **COMPENSATION:**

There are some differences based on the size and complexity of residential communities and compensation provided. The standard base salary for a Resident Hospitality Assistant is a room in a Kenilworth Apartment and a yearly stipend paid in monthly installments plus a laundry stipend (Gold Points).

University Housing also provides Resident Hospitality Assistants extensive training and leadership opportunities.