



**STUDENT AND RESIDENTIAL LIFE**

## **Staff Expectations**

### **1. Respect**

- a. Maintain a level of respect for yourself, your fellow staff members, and the students.
- b. Have respect for your building and community.

### **2. Teamwork**

- a. Work together with your fellow staff members and be supportive of one another.
- b. Feel free to come to me when you need help.
- c. If you are completing paperwork for a shift change, it is mandatory that you take a shift in order to give one to a fellow staff member – Complete shift change request form.
  - i. A weekday will be traded for a weekday and a weekend will be traded for a weekend.
  - ii. Paperwork needs to be submitted 7 days in advance.

### **3. Communication**

- a. Phone, email, and face-to-face are all effective forms of communication.
- b. Adequate notice is required when your schedule conflicts with meetings, programs, or shifts.
- c. Never stop communicating with your fellow staff members or me.

### **4. Positive Attitude**

- a. Be solution-minded and flexible when problems arise.
- b. Venting is allowed with me one on one but not in our group staff meeting.
- c. Keep a positive attitude and help to maintain a positive atmosphere in our building/department.
- d. Maintain a “YES” environment.

### **5. Availability**

- a. When I am here, I am available.
- b. I expect that you are available to the students in the building.

### **6. Preparedness**

- a. Make sure that you complete door decorations, bulletin boards, floor flairs and all documentation by or before the deadline.
- b. Pen, paper, and binder are required for meetings and the In-Service unless otherwise instructed.
- c. Early is on time. On time is late.

### **7. Self-Accountability**

- a. You will be accountable for making sure that you fulfill your duties as a Resident Assistant. I have enough trust in you as a staff member to take initiative in order to accomplish necessary tasks.

### **8. Customer Service**

- a. Make sure you are professional when interacting with students and their families.

### **9. Learn Something**

- a. Continual approval is critical for your success as a student and in this role.

### **10. Have Fun**

- a. You are your only obstacle to having fun in this role.

**--Your Resident Director**