

Grenfell Campus Student Housing

Residence Assistant / Chalet Advisor – Fall 2025

Contract Dates: August 31-December 17, 2024 (tentative)

The Student Housing Office at Grenfell Campus seeks to develop and foster a community living environment which promotes the academic and personal growth of each individual resident. We strive to promote an increased awareness and appreciation of individual differences and to assist residents in adapting to both residential and university life. Student Housing seeks to maintain facilities that are safe, comfortable, and affordable and to create a community atmosphere where respect and responsible behavior are encouraged. The Residence Assistant (RA) and Chalet Advisor (CA) positions assume a role of leadership in all aspects of residence living and should be a role model in terms of academics and personal behavior.

Residence Assistants and Chalet Advisors will be expected to develop skills in these core areas: Communication, Customer Service, Emergency Response, Leadership and Teamwork, Cultural Competency, Administrative Skills, Event Planning and Programming, Conflict Mediation, Time Management and Organization, and Ethical and Professional Conduct.

Eligibility Requirements

- You must be a full-time student (registered for 3 or more courses);
- You must have a minimum 65% current and cumulative average;
- You should have previous experience living on campus.
- You must attend training before the Fall semester and between semesters as required.
- The ideal candidate will have strong organizational, planning, communication, and time management skills.

Tasks/Responsibilities:

Communication Skills

- Educate residents about Student Housing regulations, guidelines, and standards of conduct at Grenfell Campus, and confront inappropriate student behavior in a positive, educational, and professional manner.

Customer Service

- Respond to emergencies, resident complaints, lock outs, security problems and other resident needs.
- Be available and accessible to the students on your floor.

Emergency Response

- Inform the Manager/RLO/RLCs immediately of any incidents involving injury, potential hazards to health, or damage to university property and all other emergencies. Document

the incident on StarRez. In the event an injury occurs to a staff member in the performance of job duties, the staff member must go to the designated care facility.

Leadership and Teamwork

- Duty responsibility is shared by the Ras/CAs. When on duty, the RA/CA must remain within Student Housing. To support the RAs, the Residence Coordinators share equally in “back up” duty. The RCs can be reached on their cell phone.
- RAs/CAs will be required to sit at the Residence Complex Kiosk from 7pm-11pm Sunday-Thursday and 7pm-1am Friday & Saturday on a scheduled rotation.
- On-duty time is an overnight commitment. Refer to the residence specific duty time frames. RAs share duty responsibility equally and cover Monday-Sunday on a rotating basis. Friday and Saturday duty will be until 1am. RAs will be on duty as scheduled by the RLO/RC.

Cultural Competency

- Attend a week-long training prior to the start of the Fall term. Staff will be expected to engage actively in sessions surrounding policy, emergency management, supporting diverse student populations, mental health concerns, and campus/community resources.

Administrative Skills

- Assist in the managerial and administrative functions of the Student Housing Office and work at the front desk as required.

Event Planning and Programming

- Enhance the educational experience for residents by coordinating developmental and educational residence life activities in Student Housing by completing the programming guidelines.

Conflict Mediation

- Serve as a peer helper when residents have a concern or problem and assist in mediation when necessary. Serve as a resource person and referral agent for university and community services such as the Learning Center, Counseling Services, Academic Advising, Health Services, etc.

Time Management and Organization

- Check your mailbox, e-mail and telephone messages at least once a day. Respond to the Student Housing office in a prompt manner.

Ethical and Professional Conduct

- RAs are to adhere to Student Housing expectations, training expectations and to act as a positive role model to represent Student Housing and Memorial University at all times.
- Be responsible for the security of master keys. For the safety of the residence and the welfare of the residents, key security is extremely important.

Applications are due by noon on Thursday, February 20. A complete application includes: a Cover Letter, Resume, and completed Residence Life Staff Application (Google Form). The Google Form to submit an application can be accessed here:

Residence Assistants and Chalet Advisors are compensated for their work with a rent-free room including local phone, voice, mail, internet access, and a stipend of \$800 per semester.

Inquires about the position or the application process can be directed to Residence Life Officer Alaina Mejia (abmejia@mun.ca).