Functional Area	RA/CA	RM
Community Engagement and Development	• Prepare passive programming through bulletin boards, newsletters, and/or grab-and-go events • Engage with other staff members	
	• Facilitate several active programming opportunities in a semester • Actively engage with residents on a regular basis through informal interactions, RA/CA chats, events, roommate agreements, etc. • Actively develop community on the floor through active and passive means • Support Hall Council	• Engage in informal interactions with residents while working desk shifts • Develop bonds with and between OAs through staff meetings and 1:1s
Resident Support	• Educate residents on the resources and services available on campus	
	• Actively build 1:1 bonds with residents and support them with any personal struggles • Maintain availability to the floor residents • Respond to any conflicts between residents	• Provide support to residents with specific desk-related and facilities matters • Address any concerns with OAs' wellness and provide resources
Inclusion	• Create and complete Inclusive Excellence Development Plan • Serve as a role model by addressing any incidents of bias, using inclusive language, etc. • Educate residents about diversity and inclusion through passive means such bulletin boards, newsletters, and decorations	
	• Facilitate active programming around diversity and inclusion topics for residents	• Educate OAs around diversity and inclusion topics through staff meetings and 1:1 conversations

Learning/Academic Support	• Exhibit personal balance and model positive academic habits • Educate residents on academic support resources through passive means such as bulletin boards and/or newsletters	
	• Provide residents with academic resources and opportunities for learning/academic skill development through 1:1 interactions and active programming	• Provide OAs with academic resources and opportunities for learning/academic skill development through 1:1 interactions and staff meetings
Sensitive Information	• Refrain from discussing private staff or student issues with RA/CAs, RMs, OAs, or residents • Maintain security of access to any system with student information (StarRez, eRezLife, etc.) • Complete all trainings regarding sensitive information and follow all University policies	
Supervision	• N/A	• Know the OAs on your staff • Train OAs on all desk procedures and staff expectations • Complete appropriate OA performance management procedures • Provide OAs with timely feedback • Maintain appropriate OA employment documentation
Administration	• Complete all tasks by deadlines • Read and respond to emails daily • Submit all necessary service requests • Respond to calls/texts promptly • Be on time for all meetings • Check and empty mailbox daily	
	• Complete all tasks related to programming	• Submit and maintain all paperwork related to keys and housing assignments • Respond to all requests from Housing Services and Risk and Emergency Management offices • Complete all proper procedures related to mail and packages

Wellness	• Model positive wellness strategies • Know community wellness resources and share them with residents through passive means such as bulletin boards and/or newsletters • Work with senior staff to balance schedule and requests days off • Inform senior staff of any concerns regarding other community members' wellness	
	• Provide residents with wellness resources and opportunities for wellness skill development through 1:1 interactions and active programming	• Provide OAs with wellness resources and opportunities for wellness skill development through 1:1 interactions and staff meetings • Check in with OAs to promote personal balance and ensure wellness
Safety/Crisis Response	• Submit all necessary service requests to address maintenance issues • Address and/or report any safety concerns in the building • Educate residents about safety practices through passive means such as bulletin boards and/or newsletters • Respond to any crisis in the community appropriately • Complete all trainings related to crisis	
	• Provide residents with safety tips through 1:1 interactions and active programming • Provide support to residents through an on-call rotation during evening/early morning hours	• Follow all proper procedures around keys and access
Policy Enforcement	• Educate residents on University policies • Document all policy violation by residents	
	• Encourage residents to hold each other accountable • Support conduct decisions by senior staff • Complete on-call responsibilities	• Document employment policy violations by OAs
Staff Support	• Serve as a good peer to other staff members • Communicate respectfully with all staff members and supervisors • Properly address conflict situations with other staff members and supervisors • Maintain positive attitude during group staff activities	

Average Level of Timing Spent in the Functional Area	RA/CA	RM
High	- Community Engagement and Development - Resident Support - Learning/Academic Support - Sensitive Information - Wellness - Safety - Crisis Response - Policy Enforcement - Staff Support	- Sensitive Information - Administration - Safety - Supervision - Staff Support
Medium	- Inclusion - Administration	- Resident Support - Inclusion - Policy Enforcement
Low or None	- Supervision	- Community Engagement and Development - Inclusion - Learning/Academic Support - Wellness - Crisis Response