To ensure the effective, efficient, and consistent performance of duties and the implementation of the goals and objectives of Residential Life (RL), the following expectations are presented for all of RL. As a member of RL, it is important to understand that your day-to-day interaction with staff and residents create dynamic relationships. It is imperative to realize the expectations, the boundaries, the role modeling and the relationships that are created. Thus, OAs are expected to perform their responsibilities in a responsible and mature manner.

This document does not cover all job expectations. It is provided as a supplement, as needed, for clear understanding of pertinent parts of the job. All staff are expected to understand and abide by these expectations along with those in other documents including but not limited to the employment contract, supervisor’s expectations, University expectations for employees, University ordinances, Residence Hall Community Handbook policies and local, state and federal laws. If there is need for further clarification, please consult your supervisor.

**ADMINISTRATIVE**

The administrative processes serve as a vital foundation for all aspects of the OA position. It is very important that you work diligently to maintain strong administrative skills in order to assist residents’ needs, meet deadlines, and support all areas of UHS and SJSU. Specific examples of behaviors include:

- Approach your job responsibilities in a systematic, analytical, and predictable manner.
- When you commit to or are assigned to an item, make sure it is completed in a timely manner.
- Keep your Google Calendar & When to Work Calendar updated daily.
- Check your e-mail on a daily (business day) basis and respond to issues and requests in a timely manner.
- Be on time & prepared for desk shifts. On time is 5 minutes prior to a shift.
- Be responsible with meeting deadlines and/or proactively communicating when you are not able to meet deadlines.
- Communicate and get approval from your supervisor(s) when you need to be absent from your shifts. Post appropriately in your calendar so staff are aware.
- Use keys, access cards, offices and other departmental resources for OA role related responsibilities. Additionally, do not lend such items to anyone as they are assigned for your specific use. Failure to meet this expectation could result in your release from the position and/or conduct action.
- Use Desk resources (paper, printer, markers, etc.) for work related tasks only.
- Make sure to save and use documents in the OA & RA shared folder accordingly.
- Confidentiality is an expectation; never give out personal information from StarRez or anyone unless directed to by a member of the BLT.
- Check the Desk Manual at the beginning of each shift in order to complete your to-do list. All to do list items should be completed by the end of your shift.

**COMMUNITY DEVELOPMENT**

One of the main purposes of the Residential Life staff is the establishment, maintenance, and support of a positive, healthy, living-learning environment in the hall that’s consistent with the educational mission of the University and the goals of Residential Life. Specific examples of behaviors include:

- Ensure the Hall Desk environment is welcoming to all residents (i.e. acknowledging residents as they pass by the desk).
- Support all departmental and Student Affairs initiatives.
- Be aware of and confront potential problem situations at the Hall Desk and in the building whether those be individual or community problems, lack of respect for others, interpersonal conflicts, or violations of policies and procedures. Failure to do so could result in your release from the position and/or conduct action.
- Provide assistance and support to all community members and guests.
- Actively support in word and deed, other members of the residence hall and UHS staff.
- Do not disregard or disassociate yourself from incidents, activities, violations, problems, or situations that develop on other floors or in other university housing facilities.
- Ensure that any programs meet the needs of the diverse student population we serve and bring these residents together to interact, exchange ideas, discuss problems, and develop solutions with each other.

**MULTICULTURAL COMMITMENT & ROLE MODELING**

As Residential Life, we function as educators. One of our goals is the creation of an inclusive environment where the rights of all members are respected and where individuals are appreciated and valued for the differences they bring to enrich that environment. One of the most effective ways of educating others is through role modeling appropriate behaviors. As an Office Assistant in the community, you have an ability to do this on a day to day basis. Specific examples of behaviors include:

- Act as a role model and set a positive example.
Conduct yourself in an honest, conscientious, courteous, ethical and professional manner at all times. Show respect for persons of all backgrounds, ethnicities, lifestyles, interests and abilities.

Maintain appropriate personal and para-professional decorum. Refrain from becoming involved in activities or encouraging norms which are in direct opposition to this principle or violate established policies and procedures.

Abide by Federal and State of California laws. Actively support, interpret, enforce and obey all University and UHS policies, regulations, and procedures. Failure to do so could result in your release from the position and/or conduct action.

Be mindful of personal relationships and the perception of those relationships that are developed with staff, student leaders and residents that can prevent you from fulfilling all responsibilities associated with your position.

Ethics may differ from person to person and from situation to situation. Be mindful of fulfilling the departmental goals by striving to always have the best outcome for your staff, residents and the department with any decision you make or action you take.

Develop expectations to and from your supervisor

Make decisions on a daily basis that affect your staff, residents and the community for the best. When in doubt about a decision, consult your supervisor.

As much as possible, be transparent about your decisions and intentions with staff and residents pertaining to the Hall Desk.

Provide on-going feedback for staff in an effort for their personal and professional success.

Confront staff and residents who display inappropriate actions or do not show respect for persons of all backgrounds, ethnicities, lifestyles, interests and abilities.

Staff members who violate policies and/or do not perform parts of their jobs in holding other individuals accountable for violating policies will be held accountable through proceedings that may involve release from the position and/or conduct follow up.

Be mindful that the image you portray through social media (pictures, posts, groups, etc.) reflect on SJSU, UHS, and you; report any concerning behavior your see on social media and engage in positive, constructive behavior online.

**STAFF MEMBERSHIP**

To be successful, OAs need to function not only as individuals, but also as members of a team. Specific examples of behaviors include:

- Attend designated meetings and training sessions, be on time and actively contribute to the content of these meetings/sessions.
- Maintain confidentiality regarding all staff matters and publicly support all staff decisions.
- Follow established channels in voicing dissatisfaction/disapproval of any policy, program, personnel, and method of operation. Constructive criticism with active follow-up and suggestions for improvement is the best method to induce change in an organization. Constructive criticism is an expectation.
- Establish and maintain positive relationships and interactions with your building and departmental staffs.

**COMMUNICATION**

It is important that as staff members, we work to create an environment that celebrates communication and work towards using communication skills effectively in our work. Specific examples of behaviors include:

- Go directly to the person about the situation that you may have issues with. If you are unable to do so, please seek out the assistance, guidance and support from your supervisor or members of Building Leadership Team.
- Open and honest communication with your supervisor. Do not be afraid to offer feedback or share your opinions on the development of Residential Life and/or UHS in a positive, constructive manner.
- Positively support your colleagues (to residents, other student staff, and/or professional staff).
- Check in with your colleagues and/or supervisor(s) for clarification on processes and procedures so that conflicting decisions are not made.
- Help each other to keep on task with responsibilities by providing feedback or assistance when needed.
- Communicate when you need help.
- Understand other staff's position descriptions and tasks associated with Residential Life and UHS as well as dates and deadlines for the department.
- Be mindful of your nonverbal communication and maintain accessibility with your nonverbal communication by not sitting on the desk, only wearing one headphone at most, and always facing outward; the goal is to create a welcoming environment at our desks.
- Cell phones, music, movies, and media are permitted at the desks but must not be a distraction to your work or interactions with residents. Anything that can be heard by others must be free of abusive, profane, and marginalizing language. If you choose to wear headphones, only one should be used and it must be removed when you are approached. Volume on external speakers must be lowered when someone approaches the desk.
- Guests or other staff members may visit for short periods of time, but must stand off to the side of the main service area of the desk.
- Neither you nor anyone else should ever sit on the desk.
USE OF ALCOHOL AND ILLEGAL DRUGS
In this area it is especially important that we are aware of ourselves as role models. While it is not an attempt to regulate freedom of OAs, it is important that the department is specific in regards to behaviors associated with the use of alcohol and illegal drugs. Specific examples of behaviors include:

- Alcohol and illegal substance use while at desk is strictly prohibited.
- Do not possess or consume alcohol if you are under the age of 21.
- If you are 21 years of age, be aware of yourself as a role model when consuming alcohol. Do not drink with or in the presence of anyone under the age of 21.
- Do not perform any role associated with the position/department while intoxicated or under the influence of illegal substances (i.e.: being present in the office/public spaces in the building; interacting with staff and/or residents; responding to e-mails; attending meetings/programs).
- Be aware of personal attitudes regarding alcohol use as demonstrated by your speech and behavior.
- Do not encourage, through job function or personal action, alcohol-related events involving residential residents.
- Do not emphasize the use of alcohol through your personal behavior with staff/residents or any program/activities that you attend/sponsor.
- Confront residents regarding inappropriate use and abuse of alcohol and other drugs, and identify and hold them accountable for their behavior.
- Identify and intervene with residents or staff you suspect may be intoxicated and/or at risk for alcohol poisoning.
- Share information regarding residents’ use of alcohol and other health-related situations with your supervisor.
- Be aware that the use of any illegal drugs (including marijuana) in any residence hall or in the privacy of your room is strictly prohibited.
- Address swiftly and effectively with the sale of drugs in your hall. If you become aware that a student is selling drugs, it must be addressed/reported immediately to your supervisor, the BLT, and/or UPD.
- Staff members who violate the expectations, campus/housing policies and/or do not perform parts of their jobs in holding other individuals accountable for violating policies will be held accountable through proceedings that may involve release from the position and/or conduct follow up.

OTHER EXPECTATIONS

- Know your job. Ignorance is not an excuse. Ask questions for answers/clarification when confused. Strive to fulfill the responsibilities associated with your position and show initiatives in completing tasks or addressing issues.
- Work to create yourself and the people around you to be better at what they are doing, not just for personal/professional development, but for the betterment of our department and our residents.
- Recognize others (positives and challenges).
- As a team member, show initiative, help when it is possible.
- Strive to see the big picture. Often times decisions are made for a variety of reasons, some of which can be seen/communicated, some may not be able to be seen/communicated. Trust that your supervisors are making decisions for the betterment of the group/department. If you feel that circumstances warrant follow up for better understanding of certain decisions, please attempt to have conversations with your supervisor or a member of BLT.
- Be mindful of when questions/suggestions become a practice of being over-critical/complaining. It is helpful to provide solutions when possible.
- During meetings, be aware of topics at hand and your involvement in keeping focused discussion.
- Be sensitive to others, pay attention to non-verbals (facial expressions and body language).
- Follow up appropriately to mistakes and conflicts; challenge ourselves and others appropriately and timely.
- Understand that people have different styles and ways of working. Be mindful of differing working styles and your interaction with them.
- Take the time to learn and apply what you have learned, teach others.
- Wear your housing shirt and appropriate clothing as well as your nametag to all shifts.
- Attempt patience and flexibility.
- Be your professional self and bring it to the table.
- Encourage and maintain good professional relationships with others.
- Be mindful of your communication and participation with other members of the campus community as it may be a direct reflection of UHS.
- Recognize your personal and para-professional commitment to make this experience worthwhile for yourself, your staff and your residents.
- Use this document to guide your decision making and relationships with staff and residents.
**Tips For Success**

- Strive to have a work/life balance to promote academic success by maintaining your wellness.
- Have a sense of humor!
- Be patient and flexible.
- Expect the unexpected.

**Use of This Document**

It is important to continuously review this document to understand the above expectations that have been conveyed. At any time, should you have questions or need clarification on a certain expectation, it is your responsibility to ask your supervisor or a member of BLT. This document should be reviewed extensively during Office Assistant training with your supervisor and then be re-visited once a semester as a check in. It is imperative that this document be used to make sound ethical and professional decisions in regards to meeting the responsibilities of your job and building relationships with staff and residents.

**Agreement of Understanding**

By signing below, I acknowledge that I have received a copy of these expectations and I have read through this document thoroughly and understand the expectations as indicated.

______________________________  __________________________
Name (Print)  Signature

______________________________
Date