Assistant Residence Life Coordinator
Job Description and Terms of Employment

Under the direction of the Residential Life Coordinator (RLC), the Assistant Directors for Residential Life, and the Associate Director of Residential Life, the Assistant Residential Life Coordinator (ARLC) is responsible for working closely with other University Housing Services (UHS) staff members to develop and maintain an atmosphere that promotes residential communities through excellence in academics and personal development opportunities for students.

ARLCs are charged with working with other UHS staff members to develop communities that involve students, faculty and staff. Developing the holistic student is an intentional goal of this position. As an employee of UHS, each ARLC will adhere to, administer, and enforce policies and procedures as outlined in the Residential Life Staff Manual and the UHS Community Living Handbook.

The ARLC's role may encompass the following: para-professional staff oversight and development; programming and student development; crisis management, counseling and mediation; conduct; administration; and advising student groups. The ARLC serves as a resource to both residents and staff and shall uphold the mission, ethical guidelines, goals and policies of UHS and San Jose State University.

The ARLC will assist the RLC in managing a residential community of 200-1,500 students. Classified as a Student Assistant position, this position is an "at will" position and is subject to release at any time.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Ability to effectively establish and maintain cooperative working relationships within a diverse multicultural environment.

2. Graduate students must be in good standing with the university and possess a minimum 2.500 cumulative GPA throughout the period of employment. Please note that GPA does not round up, any GPA below a 2.500 (2.499 or below) may make you ineligible to remain in the position. Release from position and/or employee probation may be required for staff members that drop below the 2.500 GPA requirement.

3. Skills and awareness in: communication; diversity and community standards; community development; programming; teamwork; personal management; advising; counseling; and work direction.

4. General knowledge of the personal and social problems typically encountered by college students.

5. Ability to assess group and individual needs.

6. Strong administrative and computer skills and/or possess the ability to learn.

7. General capacity for effective interpersonal relationships with students and staff.

8. Candidates are preferred to be a/or in the process of having matriculated graduate student status with SJSU (i.e. applying, accepted, enrolled and/or currently a student) during time of application. Candidates will not be able to accept offers of employment until they have been accepted into an academic program.

9. Prior experience in a group living, residence life or housing environment, involvement with student activities, and interaction with diverse student populations preferred.

10. Candidates must successfully complete a background check (fingerprinting) prior to being offered the ARLC position.
Application Process

To be considered for the position, candidates must complete the following:

1. Submit the ARLC application through the University Housing Services website. Incomplete applications will not be considered.
2. Submit a current resume as well as a cover letter to uhs-reslifeasst-group@sjsu.edu. Your cover letter should address your experience and how it relates to the ARLC position; please speak about what you hope to gain from the position and what you will bring to the UHS department.
3. Applications will be screened; decisions and interviews will be made and conducted by UHS professional staff members.

Timeline

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<th>Event</th>
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<th>Time</th>
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<tr>
<td>Applications Available</td>
<td>Wednesday, March 16, 2015</td>
<td>5:00 PM</td>
<td>Available on UHS website</td>
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<tr>
<td>Priority Application Due Date. We will continue to accept applications after this date on a rolling basis.</td>
<td>Wednesday, April 15, 2015</td>
<td>9:00 AM</td>
<td>Submitted through UHS website; resume and cover letter submitted to <a href="mailto:uhs-reslifeasst-group@sjsu.edu">uhs-reslifeasst-group@sjsu.edu</a></td>
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<tr>
<td>Interviews</td>
<td>Begin on April 20, 2015, until positions are filled</td>
<td>Business hours: 9:00 AM–5:00 PM PST</td>
<td>Phone or in person interviews; candidates whose candidacy we are pursuing will be contacted</td>
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<td>Offers Made</td>
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Required Knowledge, Skills and Abilities

1. Thorough knowledge of English grammar, business writing, punctuation and spelling; ability to compose and appropriately format correspondence and reports
2. Ability to rapidly acquire a general knowledge of overall operation, functions and programs of community
3. Ability to take initiative in planning work assignments and in implementing long-range program improvements
4. Ability to collect, compile, analyze, and evaluate factual data and make oral or written presentations based on data
5. Ability to advise students individually or in groups on routine matters, and general knowledge of principles of individual and group behavior
6. Ability to maintain dignity and self-control in stressful, emergency, and crisis situations
7. Ability to establish and maintain cooperative working relationships with students, staff, faculty, administrators, and private and public agencies
8. Working knowledge of software applications such as word processing, spreadsheet, and database management
9. Ability to perform accurately in a detail-oriented environment, and to handle multiple work priorities, organize and plan work and projects
10. Ability to maintain confidentiality and appropriately handle sensitive communications with employees and external agencies
11. Ability to quickly learn and apply a variety of SJSU, CSU, state and federal policies and procedures
12. Strong oral and written communication skills
13. Excellent customer service and public relations skills
Preferred Knowledge, Skills and Abilities

1. Working knowledge of practices, procedures and activities related to student Residential Life programs.
2. General knowledge of interviewing and counseling techniques, and ability to listen and reason logically.
3. General knowledge of group facilitation, oral presentation and public speaking skills.
4. General knowledge of research methods, and ability to interpret program policies applicable to student residence halls.

Expectations of Employment

1. The ARLC is expected to serve as a role model for all residence community policies and procedures through day to day interaction with students and staff as well as through online sources (i.e. Facebook, Twitter, e-mail, etc.). Failure to serve as a positive role model may result in release from position.
2. Maintain the required 2.500 minimum G.P.A. throughout the term of employment. The Assistant Director for Residential Life will complete continual grade checks to ensure compliance with the academic requirements of the position. Release from the position may be required for staff members that drop below the 2.500 GPA.
3. Maintain full-time academic status (9 units per semester) throughout the term of employment. Employees must not register for more than 12 units per semester. Any exceptions must have prior approval of the Associate Director of Residential Life.
4. The ARLC must be available to residents and staff during office and evening hours as well as weekends and must be willing to commit a significant amount of time (approximately 20 hours a week in addition to scheduled on-call shifts) to the position. This includes providing hall coverage during some vacation and holiday periods, which includes, but is not limited to, Thanksgiving, Winter Break and Spring Break, when the halls remain open. Specific weekends to be present include, but not limited to: Leadership Retreats, Training, Homecoming, Fall Preview Day, RA Interview Day & Admitted Spartan Day.
5. The ARLC must follow on-call expectations as developed by the Residential Life Leadership Team. On-Call consists of holding the on-call phone to answer questions/support staff/respond to incidents during emergencies and crises. Guidelines and procedures will be communicated through the Professional Staff Manual and in training and staff meetings.
6. The period of employment for this live-in position is an 11 month, Temporary, Renewable (it is an 11 month appointment with the possibility of continued employment during the summer and the next academic year. Consideration will be given to candidates who have excelled in the position, will continue in the role of a graduate student and based on staffing needs). Specific dates are as follows:
   a. Fall 2015 start date: July 13 or thereafter (subject to change based on start date)
   b. Spring 2016 end date: June 15 (move-out will be coordinated with your supervisor)
7. All ARLC staff positions run through all holidays between the Fall Start Date and the Spring End Date. ARLCs will be required to participate in an on-call rotation during vacation periods, holidays, and/or campus closures. This will be determined by the Residential Life Leadership team.
8. Active participation in professional staff training and new staff orientation which occurs prior to the beginning of the Fall semester and prior to the beginning of the Spring semester.
   a. New staff orientation dates: July 13 – 14, 2015 (subject to change based on start date)
   b. Fall Residential Life Team training dates: July 16 – 28, 2015
   c. Spring Residential Life Team training: Week of January 4 – 8, 2016 (subject to change)
9. Training is required of all UHS staff and will involve extensive hours in addition to working some weekends in order to provide time for staffs to gain key skills, learn policies, procedures, and resources; and build a strong team. These are all critical components to being successful in this position. Active participation in Residential Life Team training occurs beginning in mid-July and prior to the beginning of the Fall semester and Spring semester
   a. Fall RA training: July 29 – August 14, 2015
   c. Staff meetings: Wednesdays from 7 – 10pm

10. Attendance at Residential Life departmental meetings is required. Meetings occur every Wednesday morning from 10:00am – noon. Exceptions will only be made for academic classes or unexpected emergencies. Absences must receive prior approval from your supervisor.

11. Participation in the opening and closing of the halls and apartments prior to the beginning of the Fall and Spring semesters and throughout the academic year. CVB apartments will be open year round; new residents check in for the 2015-2016 academic year on August 15, 16, and 17. CVB closes on May 29, 2016. The halls (CVC, Bricks & Joe West) open August 15, 16, and 17, 2015 and close December 17, 2015 for the Fall semester. Buildings reopen January 24, 2016 for the Spring semester and will officially close on May 25. Preparation for and implementation of opening and closing of the halls may include, but is not limited to: administrative preparation, programmatic preparation, logistical preparation, and physical preparation of floors/suites/apartments, hall/area, and lounges for opening and closing.

12. Renewal for employment for the next year is contingent upon on-going satisfactory job performance evaluation by the supervisor and department need. Satisfactory job performance evaluation is defined as meeting expectations as defined by the job evaluation in all areas of the job description. As noted, this is an “at will” position, meaning that staff members can/may be released at any time.

13. Each staff member will receive a performance evaluation at the end of each semester. Satisfactory job performance is determined by the Residential Life Leadership Team.

14. All ARLCs that have been offered and accepted the position MUST read through the Basic Functions and Responsibilities of the position and initial each section. Initials signify a clear understanding of the section’s expectation. Each ARLC must sign and date the overall job description as an understanding that they have read through and agree to all expectations. Additionally, ARLCs must sign and return the offer letter provided.

15. ARLCs are not allowed to keep pets that violate the standard University Housing Services student pet policy.

16. ARLCs may not have live-in partners, relatives, or friends, other than their assigned roommate.

17. Any outside employment must be communicated to, and approved by, your supervisor.

Compensation

1. The ARLC receives the following housing accommodation:
   a. **Campus Village A (CVA)**: a furnished apartment in Campus Village A. Your living accommodation includes paid utilities, internet connection, basic cable and telephone service (this includes local non-charged calls only). Note: UHS will not move out provided furniture in ARLC apartments.
   b. **Campus Village B (CVB)**: a furnished shared apartment with your own bedroom in Campus Village B. Apartment is shared with another ARLC and could be a co-ed living arrangement depending on candidate placement. Your living accommodation includes paid utilities, internet connection, basic cable and telephone service (this includes local non-charged calls only). Note: UHS will not move out provided furniture in ARLC apartments.
   c. **Campus Village C (CVC)**: a furnished shared apartment with your own bedroom in Campus Village C. Apartment is shared with the other ARLC for CVC and could be a co-ed living arrangement depending on candidate placement. Your living accommodation includes paid utilities, internet connection, basic cable and telephone service (this includes local non-charged calls only). Note: UHS will not move out provided furniture in ARLC apartments.
functions and responsibilities

the ARLC will work with their RLC to create a vibrant, intentional and student-centered community. the ARLC works in the supervision of the para-professional staff and the day-to-day management of the assigned building. additionally, the ARLC assists in the development of community, building and departmental initiatives by completing collateral assignments and serving on residential life/UHS committees.

1. division of responsibilities: Each building currently employs two to three ARLCs. There is a division of responsibilities associated with the structure to support the Residential Life program as well as the ARLC’s personal and professional development.

   a. main assignment: Will serve as the Assistant Residential Life Coordinator in all aspects of managing the residence hall: supervising staff, facilities follow up, crisis/conduct/counseling follow up, etc.

   b. collateral assignment: Each ARLC will hold an additional position as a Development Coordinator. Please see the specific roles under #7 – Collateral Assignments

2. paraprofessional staff oversight and development

   a. works with Residential Life team overseeing, selecting, training, and evaluating student staff in meeting UHS mission and values; connecting development to specific learning outcomes

   b. works with the RLC in the overall supervision, direction and development of 3-24 Resident Advisors (RAs), 1 Senior Resident Advisor (SRA), and 5-15 Office Assistants (OAs). works with RLC in direct supervision of staff

   c. work with UHS staff to recruit, select, train, and direct student staff (i.e. SRAs, RAs, OAs, etc)
d. Provides individual student staff direction and development by conducting one-to-one meetings

e. Provides staff with direction, development, and team building through weekly staff meetings

3. Programming and Student Development

a. Assists, participates and encourages students, and staff in implementing department’s residential curriculum

b. Assesses, develops, implements, evaluates and attends passive and active programs (i.e., generate monthly/quarterly calendar, develop programming teams, review publicity, be a resource for staff) as part of Residential Life team

c. Provides leadership in developing sense of community in all residential communities

d. Supports issues of diversity and serves as an educator on understanding these issues

e. Meets regularly with RLC to establish professional goals and objectives for residential community

f. Maintains weekly work schedules designed for maximum accessibility and involvement with students, staff and residents

g. Works with the RLC in the overall development, advising and tracking of student staff programs

h. Works with the RLC in conjunction with student staff in developing programming initiatives specific to the needs of the residents in specific communities

4. Crisis Management, Counseling, Conduct & On-Call

a. Assumes daily, evening, weekend and vacation on-call coverage that may include both community and campus-wide responsibilities in emergencies

b. Responds as liaison between the RAs on duty and the RLC on-call for crisis intervention and management for the residential community via rotating on-call and notifies department/campus staff members regarding crisis situations. On-call days are determined at the beginning of each semester amongst all ARLCs

c. Assists RLC in coordination of emergency evacuations and conducts fire drills with residents

d. In the event of an emergency and/or disaster, serve as a state disaster service worker for UHS

e. Works to create an atmosphere in the residential community that supports appropriate behavior

f. Assesses and responds to residential students' physical, emotional and intellectual needs

g. Work with students and staff to respond to counseling, conflict mediation and policy violation concerns

h. Role model appropriate behavior and response to students and staff, adhering to departmental and university policies and ethical statements

i. Follow-up on incidents as needed

j. Adjudicates conduct cases, finding developmental ways to hold students accountable

5. Administration

a. Works with University staff to appropriately administer UHS, University, and CSU policies and procedures

b. Works with RLC in developing a working knowledge of UHS operations and assists in coordination of paper flow to other areas within UHS

c. Works with maintenance, custodial, and other services to support high quality of UHS operations

d. Utilizes effective communicating, planning, scheduling and organizing skills as they relate to job responsibilities

e. Assists in the collection of evaluation and other assessment measures that contribute to the overall development of the UHS and university mission, vision, goals and objectives
f. Assists RLC in preparation of semi-annual/annual reports on services and programs provided by staff

g. Works with Residential Life professional staff in planning future programs, establishing goals and objectives and reviewing quality of life concerns within residential community

h. May assist Summer RLC in management of residential facilities in conjunction with summer conference program

i. Works with RLC or Assignment Coordinator to complete room changes on a case by case basis

j. Works with RLC to establish effective systems for key management (including ordering core changes and inventory of keys) monthly and at the end of the semester closings

k. Monitors payroll and desk services for students (area specific)

l. Oversees daily operation of the area’s Courtesy Desk(s) (area specific)

m. Holds regular office hours – approximately 20 per week (5 open office hours). These are in addition to on-call responsibilities

n. Meets weekly with assigned RLC

o. Supervises SRA in the duties of maintaining, monitoring, and keeping inventory equipment, and supplies at the Courtesy desk (area specific)

p. Assists the RLC in administrating the opening and closing procedures for the hall(s)

q. Manage administrative judicial tasks as needed, updating the online system and corresponding with students

6. Related Duties

a. Serves on working committees that coordinate major residential life projects and assignments as determined by the Residential Leadership Team

b. Maintains positive working relationships with other UHS, Dining Commons and university staff

c. Reports maintenance problems in a timely manner (within 24 hours) in order to maintain the physical condition of the residence halls. Provide immediate follow-up on reported problems

d. Does not duplicate or loan keys to unauthorized persons. Official job related keys are to be kept in their and/or a designated, secure location at all times when not in use, and are not to leave the building or area without authorization

e. Be responsible with special staff privileges (i.e. use of office, phones, keys, office equipment, supplies etc.)

f. Maintains confidentiality and objectivity in all matters related to students and staff; adhere to FERPA guidelines

g. Shows a high-level of self-awareness, and be able to give and accept feedback to be incorporated into personal and professional skill development

h. Works with RLC to develop a professional development plan

i. Participates in professional development opportunities that may include development and implementation of workshops, facilitating presentations, and attending professional conferences

j. Participates in UHS research and assessment projects

k. Assists in developing department policies and procedures and trains department staff in their implementation.

l. Performs other duties as assigned by the Associate Director of Residential Life, the Assistant Directors for Residential Life, the RLC, and other UHS staff
7. **Collateral Assignments:** ARLCs will be assigned a collateral assignment for the academic year. By being assigned one of these collateral assignments, the ARLC will be able to list an additional job title and responsibility on their resume. Collateral assignments include:

a. **Student Conduct Development Coordinator (1 ARLC)**
   i. Select, train, and advise students to serve on the Student Conduct Board; advise board throughout the academic year, provide on-going training and evaluation of members as needed
   ii. Manage all administrative aspects of Judicial Board hearings
   iii. Manage approximately 50% of housing related conduct cases (from start to finish), including necessary follow up with staff and students. May include hearing cases as a judicial officer
   iv. Create a passive program campaign for the beginning of the academic year to educate students about housing policies and the university’s conduct process
   v. Provide ongoing follow up and training to staff regarding policies and procedural changes

b. **Program Development Coordinator (1 ARLC)**
   i. Coordinate large-scale programming and advise students and/or staff members serving on those committees, which may include traditional programs such as Enough is Enough Week, Breaking the Silence Week, Hate Does Not Have A Home Here, Welcome Week, etc; and any new large-scale programming initiatives.
   ii. Manage the Center for Residential Leadership (CRL) including developing an annual cleaning schedule and ordering supplies and resources as needed.
   iii. Chair the year-long Thursday Night Live initiative, soliciting programming ideas and coordinating the scheduling of programs throughout the semesters

c. **Academic Development Coordinator (1 ARLC)**
   i. Responsible for the overall supervision and management of the Living and Learning Center (LLC), including the selection, training, supervision and evaluation of the Learning Assistants and the LLC Supervisor; and management of supplies and inventory
   ii. Manage all marketing and advertising of LLC hours, services, programs, promotions and special events
   iii. Work with campus faculty and staff in academic programming initiatives for the community. This includes meeting with departmental faculty and student services offices in providing academic programs and services to residents
   iv. Facilitate monthly academic success workshops in the LLC to address topics such as four year plans, choosing a major, speed reading, note-taking, stress management, etc.

d. **Desk Development Coordinator (1 ARLC)**
   i. Responsible for the overall supervision and management of the Courtesy Desks throughout the community (CVA, CVB, CVC, Joe West, the Bricks) including the selection, training, supervision and evaluation of the Office Assistants; and management of supplies and inventory, including key inventory. Develop and maintain staff schedules for the desk, including approving switches and finding replacements.
   ii. Facilitate all necessary payroll functions including setting up employee payroll, reporting, approving hours and tracking budget expenses related to hour usage
   iii. Meet regularly with each Senior Resident Advisor (SRA) for check-in meetings regarding the overall management of the courtesy desks
   iv. Manage each of the desks’ passive programming initiatives based on the needs of the community
   v. Facilitate and manage the Overnight Check In process with Conference Services

e. **Leadership Development Coordinator (4 ARLCs)**
   i. Maintain the overall management of Hall Government for your specific community. Coordinate Hall Government marketing, recruitment and election at the beginning and throughout the year based on the election timeline
ii. Attend, assist in the coordination of, and present at RHA and Hall Government retreats. Specifically plan a Hall Government Retreat within the first two weeks of election and the first two weeks of the Spring semester

iii. Attend all Hall Government meetings as well as RHA Council of Residential Affairs meetings

iv. Advise Hall Government throughout the academic year, provide on-going training, support and evaluation of members as needed. Meet with Executive Board members on a regular 1-on-1 basis

v. Advise Hall Government members in all aspects of programming and budget. Approve programs through Think Tank. Attend programs when able to

vi. May serve as an Advisor to the Residence Hall Association (RHA) or the National Residence Hall Honorary (NRHH) providing the same advisement and support as Hall Government members

**Physical Demands**

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions. May be required to work at a computer terminal for extended periods of time. Position may require travel throughout and work in multi-story buildings that do not have elevators.

This position works in a safe and responsible manner while not putting self or others at risk. This includes complying with applicable policies and regulations; using personal safety gear; observing warning signs; learning about potential hazards; and reporting unsafe conditions.

**Work Environment**

Typical residential life environment; interacting with students and staff on an individual basis and in group settings. The position requires the individual to live on-campus in a residential complex that houses students. It is expected that the ARLC will be available to students and for activities during some evening and weekend hours.

This position is subject to a criminal background check and fingerprinting. This position meets the following background check criteria: Master key access to residence and other facilities.