Employee Name:

Under the direction of the Residential Life Coordinator (RLC) and/or the Assistant Residential Life Coordinator (ARLC), the Resident Advisor (RA), Themed Community Resident Advisor (TCRA), and Senior Resident Advisor (SRA) are 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. RAs, TCRAs, and SRAs are charged with developing communities and presenting programs that involve students, faculty and staff. Developing the holistic student is an intentional goal of this position. As an employee of UHS, each RA will adhere to, administer, and enforce policies and procedures as outlined in the Residential Life Staff Manual, the UHS Community Living Handbook and the university Code of Conduct.

The RA, TCRA, and SRA’s roles encompass programming, administrative, and staff responsibilities, and as such, requires flexibility from the individual in this position. They are to serve as a resource to both residents and staff and shall uphold the goals and policies of UHS. The responsibilities listed will be carried out under the supervision of the RLC and ARLC in conjunction with the Associate Director of Residential Life, the Assistant Director of Staff and Leadership Development and the Assistant Director for Educational Development. These positions are considered a Student Assistant position and as such are at-will employees and can choose to leave the position at any time and can be released from the position at any time.

We invite TCRA applicants to work, live, and belong to one of our Themed Communities that are centered on developing skills and attitudes within our residents that enhance academic and creative achievement. Learn to unite academic and social aspects of the Themed Communities specific to your passion and make that integral to your collegiate career and beyond! Applicants will be expected to have an impact on their community through modeling leadership while developing new traditions. We are looking for individuals with clearly established goals aligned with our Themed Communities.

The SRA role also includes the expectation of mentoring new and returning staff and has a higher expectation of administrative ability. This staff member will be responsible for overseeing the daily management of the Courtesy Desk in the Area including hiring and evaluating of student staff members. Applicants will be expected to have an impact on their floor and staff communities through positive role modeling and professional development opportunities. We are looking for individuals with goals in line with University Housing Services and an ability to provide leadership to fellow staff members and students.

Candidates are encouraged to visit http://www.housing.sjsu.edu/ to find more information about housing.

Qualifications

1. Undergraduate or graduate students in good standing with the university and possessing a minimum 2.500 cumulative GPA at the time of application. A semester and cumulative GPA of 2.500 must be maintained throughout the period of employment. A GPA check will occur each semester that you are to enter into the position to verify that you have met this requirement. Please note that GPA does not round up; any GPA below a 2.500 (2.499 or below) may make you ineligible to apply for the position. Release from position and/or academic notice may be required for staff members that do not maintain the 2.500 GPA requirement.
2. Candidate must be in good judicial standing. Good judicial standing is determined by number of previous incidents, severity of charges, and status of findings and sanctions. Release from position may be required for students who do not maintain this standing. No candidate or candidate can have an OPEN judicial file during the interview and/or employment period.
3. Candidate must have a matriculated student status with SJSU (i.e. accepted, enrolled and/or currently a student) during time of application.
4. Minimum of one year residence in a college or university residence hall, or a similar group living experience such as a Greek house, co-op, or theme program prior to term of employment is preferred but not required.
5. Previous leadership experience is strongly desired.
6. TCRA: Familiarity with the Community, whether that be a related major/minor or intense interest is highly recommended.
7. TCRA: Completed application for the specific Themed Community of interest.
8. SRA: Candidate must have served at least one year in the role of a Resident Advisor, preferably at SJSU.
Terms Of Employment

1. All candidates that have been offered and have accepted the position MUST read through the Terms of Employment, the Basic Functions and Responsibilities of the position and initial each item. Initials signify a clear understanding of these expectations. Additionally, each staff member must sign and date the overall job description as an understanding that they have read through and agree to all terms. Again, only candidates that have been HIRED should initial and sign this contract. The due date will be conveyed in the offer letter.

2. The RA/TCRA/SRA is expected to serve as a role model for all residence hall policies and procedures through day to day interaction with students and staff as well as through on-line sources (i.e. Facebook, MySpace, Twitter, e-mail, etc.). Failure to serve as a positive role model may result in personnel action up to and including release from position.

3. Maintain the required 2.500 semester and cumulative G.P.A. throughout the term of employment. The Assistant Director for Staff and Leadership Development will complete grade checks in June (to confirm eligibility for Fall semester) and in January (to confirm eligibility for Spring semester) in order 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 requirement.

4. Maintain full-time academic status (12 units per semester-undergraduate and 9 units for graduate) throughout the term of employment. Exceptions must have prior approval of the Associate Director of Residential Life. No staff member should be enrolled in more than 18 units a semester.

5. The period of employment for this position is as follows:

<table>
<thead>
<tr>
<th>Fall Start Day</th>
<th>Spring End Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday, August 10, 2014</td>
<td>Tuesday, June 2, 2015 (subject to change/depends on building)</td>
</tr>
</tbody>
</table>

*Note: Spring end dates subject to change based on supervisor’s need. End date will be communicated in advance.

Fall end/Spring start dates will be shared during Fall semester. You may be required to serve duty during this period. It is STRONGLY RECOMMENDED that you do not make travel plans during this period until you have spoken to a supervisor. Housing is not guaranteed for all staff members during semester breaks and is dependent on building assignment.

6. RAs are required to attend both Fall and Spring training. Training will typically occur from 9AM-6PM daily. On some days, the schedule may go outside these times or may be overnight for a staff retreat. Weekend sessions may also be scheduled. All parts of training are mandatory. If an RA cannot attend all sessions, that staff member may have their offer rescinded. The training schedule will be communicated and staff will be expected to attend all parts of training.

<table>
<thead>
<tr>
<th>Fall Training Days</th>
<th>Spring Training Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Buildings:</td>
<td>All Buildings:</td>
</tr>
<tr>
<td>Sunday, August 10 - Thursday, August 21, 2014</td>
<td>Sunday, January 11-Saturday, January 17, 2015</td>
</tr>
</tbody>
</table>

7. Spring Orientation will occur Thursday, April 17, 2014 (6-7pm) immediately following RA Selection. Mandatory attendance in these events may result in a time commitment of 1-3 hours. RLCs will contact staff members to coordinate a day/time. Note, these meetings will occur prior to the official start of your position and there will be no payment for this time.

8. Active participation in staff training which occurs prior to the beginning of the fall semester and prior to the beginning of the spring semester; as well as on-going system wide and area staff in-service training programs and meetings. While CVB does not close throughout the year, staff members in CVB will still be required to complete opening and closing tasks at the end of Fall semester and the beginning of Spring semester. RAs in all buildings will assist in additional student check ins/outs throughout the year.

9. Participation in the opening and closing (all days) of the halls prior to the beginning of both semesters and throughout the academic year. CVB Opening Dates are: begins August 22-24 (Fall 2014) and January 1-23 (Spring 2015); All Other Building Opening Dates are: August 22-14 (Fall 2014) and begins on January 18 (Spring 2015). CVB Closing Date is: May 31, 2015; All Other Building Closing Dates are: December 19 (Fall 2014) and May 22 (Spring 2015).

10. The RA must be available to residents and staff during evening hours and weekends and must be willing to commit a significant amount of time (approximately 20 hours/week in addition to scheduled duty 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.

11. RAs are required to be present during major campus or UHS event weekends (i.e. Homecoming, Spartan Preview Day; Admitted Spartan Day, etc.) Specific dates will be shared during training. Note – these are subject to change.

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12. Any major time commitments (i.e. running for Associate Students Directors or Executives, additional employment or other responsibilities outside of the RA position) may occur but cannot exceed a total of 10 hours a week. Exceptions to this must be discussed and approved in advance by the RLC. SRAs are not allowed to take on any other additional time commitments (i.e. running for Associate Students Directors or Executives, additional employment or other responsibilities outside of the SRA position). _____

NOTE: THE ABOVE HIGHLIGHTED DATES ARE LISTED TO PROVIDE CANDIDATES WITH AN IDEA OF THE TIME FRAME. THE DATES ARE NOT YET FINALIZED BUT WILL BE FINALIZED UPON TIME OF POSITION OFFER.

13. Each staff member will receive a performance evaluation at the end of each semester. Employment is contingent upon on-going satisfactory job performance evaluation by the supervisor. Satisfactory job performance evaluation is defined as meeting expectations as defined by the job evaluation in all areas of the job description. _____

14. UHS provides phone service and a phone so that RAs are easily accessible to staff and students. RAs must record a greeting message and check regularly. RAs must make their room phone numbers available to residents. _____

15. Compensation: RA/TCRA/SRAs will receive room (single room occupancy) and board during the live-in period of employment as compensation for their work.

   Each RA will receive a monthly stipend of $80. Apartment RAs will receive an additional monthly food allowance of $100.
   Each TCRA will receive a monthly stipend of $120.
   Each SRA will receive a monthly stipend of $300. Apartment SRAs will receive an additional monthly food allowance of $100

   *Meal plans and monthly allotment is determined by the Dining Commons on an annual basis. UHS reserves the right to rescind an RA’s stipend and/or charge rent if it is determined that the RA has not fulfilled any responsibility related to their position. _____

16. During specific holiday duty (designated university weekday holidays and when the UHS main office is closed) RAs on primary duty will receive a $50 stipend per day. RAs in Joe West, CVC and the Bricks that are on primary duty during specific holiday duty (when the Dining Commons is closed) will also receive a $20 per day food allowance (unused portions must be returned to UHS). UHS professional staff will determine duty days and hours as needed. It is an expectation that a RA will serve on duty. If necessary, supervisors will assign duty accordingly. _____

17. If applicable, all First Year RAs may be required to attend the day long Northern RAP RA conference that is held during the last Saturday of October or the 1st or 2nd Saturday in November. Transportation, registration, and most meals are covered by UHS. _____

18a. All First Year RAs may be required to attend the RA Class in Fall Semester. (Mid-year hires will be required to attend the RA Class during the next Fall Semester if they return to staff). Successfully completing the course will earn the RA 3 units. Should the RA not earn a passing grade, they may be placed on performance notice and/or be required to complete additional tasks and/or subject to release. The Fall RA Class is scheduled for twice a week (Tuesday and Thursday from 3:00-4:15pm). Candidates offered an “alternate” status will have an option to attend the Fall RA Class. While the class is optional for alternates, it is strongly encouraged and selection of candidates upon vacancies may be subject to class completion. _____

18b. The purpose of the RA class is to provide residence life student staff members the necessary background, tools, and training for a position within University Housing Services. Through in-class discussion and activities and out of class reading, reflection and exercises, students will be provided a basic foundation to build and enhance their leadership skills that will allow them to pursue the highest level of personal development and service to their residential community. _____

19. All candidates must be able to attend Staff meetings every Wednesday from 7PM-10PM. RAs wishing to take a required classes during the staff meeting time must receive prior approval from their direct supervisor. You must provide proof that the class is a requirement for your major. RAs that are not able to attend the staff meeting for any reason may be released from the position. _____

Basic Functions And Responsibilities

The RA supports UHS in the development of a student life program within the residence halls. The specific responsibilities of the RA position are divided into the following categories:

A. COMMUNITY DEVELOPMENT

A.1. Encourage personal, social, and academic development of students. This responsibility involves spending a significant amount of time on the floor or building area and getting to know students on an individual basis. “Significant amount of time” could include, but is not limited to the following: being available to assist students, implementing on-going spontaneous and planned activities, floor/building meetings, Hall Government, Residence Hall Association (RHA), National Residence Hall Honorary (NRHH) meetings, visibility in your community. This responsibility also includes working collaboratively with residents to develop communities that they feel they belong in, have a say in the development and success of. _____

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A-2. Assist your living group in establishing various programs that aid in the development of a positive living/learning environment. Assess, initiate, plan and implement community development activities with the community to address the needs and concerns of the residents.

A-3. Support and encourage students in the development of an effective Hall Government. Attend Hall Government meetings as assigned by the RLC/ARLC. Work with floor or area representatives to establish a positive community.

A-4. Demonstrate a working knowledge of campus agencies, their services and functions, in order to provide academic and personal support. Serve as a resource for information and a referral source as needed.

A-5. Act as a mediator in conflict situations (i.e. roommate conflicts, noise disruptions, floor disputes, etc.).

A-6. Work cooperatively with students to ensure an environment on the floor or building area which displays respect for the rights and privacy of others and promotes consideration of individual needs in a group living environment.

A-7. Respond to student behavior that is inappropriate and/or in violation of campus/housing policies and procedures; as well as state and/or federal laws. This responsibility involves confronting the action that is in question, documenting the incident(s) as directed by a Residence Life Staff member, and utilizing residence hall and University conduct procedures.

A-8. Relate student concerns relating to residential life (i.e. policies, procedures, dining services, maintenance) to the appropriate units of UHS (i.e. RLC/ARLC, Associate Director, Assistant Directors, Dining Commons Manager, Facilities Manager, etc.).

A-9. Plan a welcome event during opening and a closing event during closing, dependent on area, building, and supervisor.

A-10. Serve as a constructive and positive role model for personal behavior and academic pursuits and adhere to all campus policies. Role-model appreciation of differences and assist students in developing an understanding of diverse cultures and lifestyles. Respect and treat all individuals fairly and equitably by being open and understanding of sexual orientation, and cultural and ethnic diversity issues.

A-11. In collaboration with residents, create community standards that are appropriate for their needs and space.

A-12. Educate yourself about the unique needs of your living learning community.

A-13. Work with RLC and Living and Learning Center (LLC) staff to promote services and programs of the LLC.

A-14. Work with RLC and faculty liaison, if applicable, to communicate with residents prior to their move-in date.

A-15. Collaborate with the faculty/staff liaison, if applicable, and help create the academic course component of the Themed Community.

A-16. TCRAs: Assist with the marketing aspects of the Themed Community. This includes but is not limited to advertising the Community Mentor volunteer position, creating marketing tools during Preview Day and Admitted Spartan Day.

A-17. TCRAs: Attend a monthly meeting with the members of the Living Learning Communities Committee.

A-18. TCRAs: Present your Themed Community during spring training. Inform other RAs and professional staff members on your Themed Community's progress and plans for the upcoming semester.

A-19. TCRAs: Informal mentoring of the Community Mentor: Meet with Community Mentor once every other week.

TCRAs: Work with RLC and faculty liaison, if applicable, to communicate with residents prior to their move-in date.

B. COMMUNITY/EDUCATIONAL PROGRAMMING

B-1. Fulfill programming requirements as set forth by the Residential Life professional staff. Complete all program planning and evaluation materials. Assess, initiate, plan and implement programs each semester from floor/suite/apartment scale to building scale (amount determined by your RLC). Work collaboratively with the ARLC, RLC, Associate/Assistant Director and other UHS staff to organize and implement educational programs consistent with department's programming model: Multicultural Competence, Values and Identity, Communication, Civic Engagement, Lifelong Learning, and Academic Success.

B-2. Fulfill programming requirements by presenting programs including but not limited to the areas of Alcohol and other Drug Education, Sexual Assault/Intimate Partner Violence and Social Justice/Diversity.

B-3. Assist in orienting students to the residence hall during opening day and throughout Welcome Week during the fall and spring semesters.
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B-4. During opening night/week (dependent on area, building, and supervisor) conduct a program and/or meeting for new residents which outlines residential services and resources, addresses residential policies, and assists in the transition of new students using the outline provided by UHS.

B-5. Present a program in the fall semester within the first month of class which fosters positive roommate relationships and complete roommate agreements for each room in your community.

B-6. Participate in major hall or UHS functions by encouraging residents to participate in campus and community events (i.e. events sponsored by Hall Government, RHA, Judicial Board, Associated Students and campus wide events).

B-7. Address community issues and generate discussions at regularly scheduled floor/area meetings.

B-8. Support and help publicize university and UHS resources including but not limited to Living Learning Center, Career Center, Counseling Services, MOSAIC, etc.

C. STAFF/ADMINISTRATIVE RESPONSIBILITIES

C-1. Attend and participate in Fall and January training programs, as well as in on-going system-wide staff-in-service training programs and meetings. See #6 in Terms of Employment for specific training dates.

C-2. Participate in all individual, staff and group evaluations and surveys as planned by UHS.

C-3. Complete administrative tasks as needed (i.e. incident reports, maintenance requests, room inventory sheets, health and safety checks, check-in and check-out procedures, all programming materials, etc.) in a timely and efficient manner.

C-4. Perform regularly scheduled duty shifts. Night duty begins at: Primary RA: Weekday begins at 7:00 pm and ends the following day at 8:00 am; Weekend begins at 7:00 pm and ends the following day at 7:00 pm. Secondary: Begins at 9:30 pm and ends at 8:00 am daily (shifts may vary per building). During university observed holidays, duty will occur from 7:00 pm and end the following day at 7:00 pm. Duty includes, but is not limited to, performing rounds at least twice each night (as needed and/or determined by RLC for area), responding to emergencies and lockouts, carrying a duty phone, and facilitating room check-ins and check-outs. RAs may also be expected to maintain the cleanliness of the facilities in extreme situations including sweeping glass or vomit with appropriate supplies. While on duty RAs are the first responders and are expected to be in their respective building at all times (additional expectations set by supervisors). RAs are also expected to act as back-up for other areas of campus in the event of an emergency.

C-5. Provide specific Courtesy Desk coverage as determined by RLC/ARLC and or by UHS managers.

C-6. Ensure that your RLC/ARLC is informed and updated on all aspects of your work. This responsibility will entail meeting regularly with your RLC/ARLC to share job-related information, receive feedback, and develop job-related skills.

C-7. Actively participate in the selection process for hall staff for the next academic year as well as other important UHS processes (i.e. Opening, Closing, Survey Administration, Returning Resident Process, etc.).

C-8. Disseminate campus information and create regularly updated bulletin boards as directed by the RLC/ARLC.

C-9. Fulfill committee responsibilities, collateral or special projects agreed upon with the RLC/ARLC.

D. RELATED DUTIES

D-1. Maintain positive working relationships with other UHS, Dining Commons and university staff.

D-2. Report 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-3. Do 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.

D-4. Be responsible with special staff privileges (i.e. use of offices, phones, keys, office equipment, supplies etc.).

D-5. Maintain confidentiality and objectivity in all matters related to students and staff.

D-6. Be able to give and accept feedback to be incorporated into personal and professional skill development.

D-7. Perform additional positional expectations and other duties as assigned by the RLC/ARLC and other UHS staff including collateral assignments, which may include creating newsletters & e-communities or websites.
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Additional TCRA Functions and Responsibilities

In addition to the expectations above, the TCRA will also be held responsible for:

A-16. **TCRA:** Assist with the marketing aspects of the Themed Community. This includes but is not limited to advertising the Community Mentor volunteer position, creating marketing tools during Preview Day and Admitted Spartan Day. _____

A-17. **TCRA:** Attend a monthly meeting with the members of the Living Learning Communities Committee. _____

A-18. **TCRA:** Present your Themed Community during spring training. Inform other RAs and professional staff members on your Themed Community’s progress and plans for the upcoming semester. _____

A-19. **TCRA:** Informal mentoring of the Community Mentor: Meet with Community Mentor once every other week. _____

**TCRA:** Work with RLC and faculty liaison, if applicable, to communicate with residents prior to their move-in date. _____

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Additional SRA Functions And Responsibilities

The SRA supports UHS in the development of a student life program within the residence halls. In addition to the expectations listed above, the specific responsibilities of the SRA position are divided into the following categories:

**E. OFFICE MANAGEMENT**

E-1. Provide and promote quality customer service for all residents and guests at the Courtesy Desk. _____

E-2. Coordinate regular inventory of supplies/games/equipment/keys at the Courtesy Desk. _____

E-3. Provide OAs with information and support to encourage high-quality functioning of the Courtesy Desk. _____

E-4. Perform general office work (e.g. responding to student inquiries, answering phones, typing, filing, making posters/flyers, and various other office tasks). _____

E-5. Maintain general cleanliness and organization of the Courtesy Desk and storage areas. _____

E-6. Do not duplicate or loan keys to unauthorized persons. Official job related keys are to be kept in their designated, secure location at all times when not in use, and are not to leave the building or area without authorization. **Misuse of Master Keys for any purpose can result in immediate release from the position.** _____

E-7. Be responsible with special staff privileges (i.e. use of office, phones, key, office equipment, supplies, etc.).

E-8. Assist with all scheduling functions of the OA Staff, including break and exam schedules.

E-9. Participate in consistent 1-1 meetings with the Desk Development Coordinator ARLC. _____

E-10. For SRA’s in certain areas - Track and record passive programming requirements of the OA Staff. _____

E-11. If applicable, maintain knowledge of conference program and serve as back-up for OA questions about conferences and overnight guests. _____

E-12. Attend all OA Staff meetings and/or Resident Advisor (RA) Staff meetings as needed (Wednesdays 7pm-10pm), as well as help plan these events and other staff development activities. _____

E-13. Conduct self in an honest, conscientious, and courteous manner at all times; showing respect for persons of all backgrounds, races, genders, interests, and abilities. _____

E-14. Support the Mission, goals and philosophies of University Housing Services. _____

E-15. Work cooperatively with all UHS Staff members, including OAs, RAs, RLCs, ARLCs, and all other UHS Staff. _____

E-16. Complete other projects and administrative duties as assigned. _____

E-17. Prior to employment, complete all necessary SJSU student employment paperwork, including Work Study authorization for qualified students. _____

E-18. Help plan a centralized OA training/orientation in the fall. _____

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F. **MENTORING/STAFF DEVELOPMENT**

F-1. Serve as a mentor and a role model to the RA staff by supporting and living within the guidelines established by San Jose State University and University Housing Services whether in the hall, on campus, or in an off-campus social setting, and by following the appropriate channels of communication. _____

F-2. Assist RLC and ARLCs in training Resident Advisors during Fall and Spring Training. _____

F-3. Educate the RAs about the rationales behind University Housing Services policies. _____

F-4. Assist the RLC and ARLCs in opening and closing the hall(s) and in the day-to-day operations for the hall(s) throughout the year (inclusive of break periods). _____

F-5. Work with RLC and ARLCs in the formulation of staff development and in-service training activities with the RAs. Attend all staff development activities. _____

F-6. Serve as a resource person to the RAs in community development, student conduct, crisis management, academic development, and program planning. _____

F-7. Assist RLC and ARLCs in the evaluation of the Resident Advisors. _____

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. All RAs are required to sign the RA expectations. This position is subject to criminal and background check.

My signature on this job description certifies that I have reviewed and fully understand the expectations outlined. Further, I agree to perform the duties of the Resident Advisor position to the best of my ability. If, at any time, I do not feel that I can uphold the terms of this position, I will speak with my supervising Residential Life Coordinator or Assistant Residential Life Coordinator immediately. I understand that as a Student Assistant, I am subject to release from the position at any time.

Name (Print): __________________________________________ SJSU ID# ______________________

Position: ☐ Senior Resident Advisor ☐ Resident Advisor

☐ Themed Community Resident Advisor ______________________________ (list community)

Signature: __________________________ Building: __________________________