Job Description

Job Title
Head Resident

Department
SJSU International House

Supervised By
Director, SJSU International House

Position Summary
Assume responsibility for the operation of the International House weeknights and weekends in the absence of the Director and Community Operations Manager.

Direct staff and students in case of emergency.

Provide direction and oversight to Resident Advisors to plan activities and support residents. Participate in social activities, special events, workshops and meetings throughout the year.

Interact positively with residents to ensure friendly, inviting, respectful, and safe home atmosphere.

Act as role model, friend, and advisor.

Act as liaison representing the Director to guide and mentor Student Council officers.

Work independently and in partnership with others to coordinate aspects of major events.

Supervision
In absence of Director and Office Manager, supervise Resident Advisors, Network Administrator, student staff, and 70 residents of the International House.

Remuneration
Room and Board in a double room. (Value $8,381/semester, Spring 2020.)

Qualification
 Applicants must have previous experience living and/or working with international students in a university setting. Preference will be given to applicants with the following qualifications:

- International group living experience
- Campus residence life experience or the equivalent
- Cross cultural experience
- Leadership experience
- Experience in handling emergency situations
- Experience in handling cross-cultural conflicts.
Must be a degree-seeking SJSU student. Enrollment in Master's degree program preferred.

Application Process

All interested SJSU students find the application online at [www.sjsu.edu/ihouse](http://www.sjsu.edu/ihouse) OR pick up an application in the International House Office located at 360 South 11th Street, San Jose, CA 95112, (408) 924-6570.

Minimum one-year commitment preferred. The position may be extended as agreed upon by the Director and Head Resident.

Application Deadline

Turn in application by Thursday, October 31, 2019.

SPECIFIC DUTIES

Availability

- Interactive presence with residents at I-House most nights from 6:00P.M. To 11:00 p.m. and most weekend days; in residence most nights from 11:00P.M. To 8:00 a.m. Coordinate vacation times with Director and communicate nights away in advance.
- Maintain open and timely communication with professional staff.
- Attend weekly RA meeting with full staff, and coordinate weekly RA meeting with student staff.
- As guide and mentor representing the Director, attend weekly Student Council Student Council resident and officer meetings.
- *Attend dinner in the I-House Dining Room several times each week from 5:30 P.M. to 7:30P.M.  Cover one breakfast shift per week from 8:00 a.m. to 10:00 a.m. Communicate with kitchen staff during meals concerning quantity and quality of food, and cleanliness of kitchen and Dining Room. (*During I-House Kitchen Remodel, join residents on campus regularly for meals)
- Participate fully in RA Orientation and Training prior to commencement of each semester.
- Attend I-House Bus Trips & Special Events in capacity as staff lead.

Interaction

- Work closely with Director and Community Operations Manager.
- Provide support and direction to Resident Advisors.
- Maintain an open door policy to I-House residents.
- Act as confidante, friend, counselor, and advisor to residents.
- Keep Director apprised of residents’ needs and concerns.
- Mediate conflicts. Take full responsibility in case of medical emergencies, personal crisis, and physical confrontations among residents and guests at the I-House.
Emergencies

- Coordinate all emergency procedures when Director and Community Operations Manager are not present.
- Have CPR and First Aid Training.
- Handle emergency equipment including fire extinguishers, fire alarms, and sprinkler system as necessary.

Maintenance

- Assume responsibility and contact appropriate technicians for repair of machinery, electrical, plumbing and emergency equipment when Director and Community Operations Manager are not available.

Activities

- Attend most special events coordinated by professional staff, student staff, and residents.
- Attend Student Council meetings and act as liaison to Student Council, presenting needs and interests of residents to the Director, and representing the Director’s position to residents. Provide direction to Student Council officers as appropriate.
- Work with Resident Advisors and residents to develop Newsletter each semester.
- Coordinate some social activities for residents.

Facility

- Aid RAs with Check-in/out of residents during busy periods.
- Coordinate set-up/clean-up of facility for conference use before and after special weekend/evening events.

EXPERIENCE AND EDUCATION

- Prefer willingness to make a minimum one-year commitment.
- Contact with international students at the university level in a residence hall setting. A full year experience as Resident Advisor, or equivalent training, is preferred.
  - Cross-cultural experience
- Leadership experience coordinating activities from planning through implementation.
- Training and experience for handling personal crises, confrontations, and emergency situations.
KNOWLEDGE, SKILLS, ABILITIES REQUIRED

- Communicate cheerfully and positively with people having different levels of expertise in English and a wide variety of ethnic, religious and cultural backgrounds.
- Exhibit willingness to share information regarding interactions with, and observations of, residents.
- Ability to respond quickly and calmly to emergency situations. Handle and supervise use of emergency equipment.
- Establish and maintain a cooperative working relationship with staff, residents, and visitors.
- Exhibit and encourage high and positive energy in activity planning and interactions among staff and residents.
- Balance duties as Head Resident with academic requirements. Prioritize Head Resident responsibilities above all non-academic commitments.