International House (“I-House”) is a co-ed residence for US and international students attending San Jose State University. The House is a large, comfortable home to residents of many cultures located a short walking distance from SJSU.

**GENERAL NATURE OF POSITION:** Reporting to the Director of International House, the Assistant Director actively assists the Director with all management and operations activities and functions for the I-House. Meets with I-House Director and staff to discuss and review operations and activities in order to provide effective management and administration to I-House-related operations. These include hiring, training, supervising, and mentoring Resident Advisor (“RA”) staff and Grant in Aide staff; mentoring, supporting, guiding, and counseling I-House residents; managing, directing and performing administrative functions and facility maintenance and operations; and leading discussions involving policy development and policy compliance and implementing same. The Assistant Director creates a welcoming intercultural, residential community by actively facilitating programming at I-House, and by devising and implementing opportunities and strategies for residents to engage in life outside of I-House and SJSU.

**ESSENTIAL DUTIES & RESPONSIBILITIES:**

1. Create welcoming, supportive intercultural environment. Actively devise and implement opportunities and strategies for residents from diverse backgrounds and cultures, languages, ages, majors, and programs of study to engage in life at I-House, on campus, and in the wider community.

2. Hire, train, supervise, and mentor Resident Advisor (“RA”) staff and Grant in Aide staff.

3. Mentor, support, counsel, and guide I-House residents. Closely collaborate with colleagues in Counseling, Peer Health Education, MOSAIC, Pride Center, etc. to ensure focused attention and sensitivity to cultural issues. Act as after-hours emergency contact.

4. Manage, direct, and perform administrative functions, including, but not limited to facilitating year-round application process from correspondence through contract; handling financial transactions including collection of payments, reimbursements, and deposits; processing invoices; maintaining resident and alumni database; and running reports.
5. Oversee and coordinate with contractors and vendors, and assist custodial staff to maintain and improve the facility and prepare for arrival of new residents.

6. Create marketing content for print and digital communication channels (e.g., newspaper and social media outlets). Coordinate bulk mailings.

INTERPERSONAL CONTACTS:

1. The Assistant Director reports directly to, and receives general supervision from, the Director of I-House.

2. Interacts daily with I-House staff, SJSU students, University deans, faculty, and staff at all levels, vendors, and industry personnel.

QUALIFICATIONS:

1) Education and Experience

a) Bachelor’s degree required. Master’s degree in Intercultural Communications or related field strongly preferred.

b) Minimum two years’ work experience, preferably in an inter-culturally diverse educational environment. Direct experience interacting with college students preferred.

c) Considerable study and/or work abroad experience, and fluency in at least one foreign language strongly preferred.

2) Knowledge, Skills and Abilities required

a) Strong interpersonal skills, which includes extensive intercultural training and awareness gained through study abroad, overseas work, travel experiences. Strong written and oral communication skills. Detail-oriented and accurate.

b) Must be able to develop and maintain positive internal and external relationships. Ability to work independently and in diverse teams.

c) Strong project coordination and planning skills.

d) Ability to support others in crisis, and make decisions and refer crisis situations quickly and appropriately.

e) Ability to engage closely with residents while acting as role model. Ability to exercise sound judgment and to make timely, value-based decisions.

f) Experience with Microsoft office (Word, Excel, Powerpoint) and database management tools. Familiarity with design software preferred.

g) Ability to use traditional and digital marketing/communication platforms (e.g., social media) and willingness to adapt to new modes of communicating.

3) Physical Requirements

- Must be able to operate a PC including a mouse and keyboard.
- Must be able to operate office equipment.
- Must be able to use a telephone and/or headset.
- Must be able to navigate uneven surfaces and carry materials.
- Must be able to stoop, bend, and use stairs frequently and regularly.
- Must be able to drive own vehicle.
4) Environmental Conditions
   • Core business hours may vary, with flexibility required to accommodate meeting, programming, and emergency needs in a 24/7 residential community.
   • Evenings and weekends for special events is required.
   • Limited travel opportunities for professional development and alumni reunions.

5) Complexity of Duties
   a) Exercises independent judgment in developing methods and evaluating criteria for achieved results.
   b) Works on projects where analysis of data or solutions requires an evaluation of various factors.
   c) Work has high impact on department’s ability to provide effective customer service and ability to meet deadlines.
   d) Works with minimal direction on assigned projects/programs.
   e) Works on a variety of projects at any given time – multi-tasks
   f) Works both independently or in a group/team effort.
   g) Various evening and weekend work required throughout the year.

SUPERVISORY RESPONSIBILITIES: Supervises RA Staff and Grant in Aide staff.

This position description intends to describe the general nature and level of work being performed by people assigned to this job. It is not intended to include all duties and responsibilities. The order in which duties and responsibilities are listed is not significant.

APPLICATION PROCEDURE
To apply for this position, you may submit a letter of interest and a resume or an application. An application and other information may be obtained from the Research Foundation Human Resources Department, through the Research Foundation’s web site at foundation-jobs@sjsu.edu or in person by visiting the Foundation, located at 210 North 4th Street, 4th Floor, San Jose, CA (corner of St. James and North 4th Streets). An application will be required for those interviewed.

San Jose State University Research Foundation
Attn: HR/Job Code ADIH
210 North 4th Street
San Jose, CA 95112
E-mail: foundation-jobs@sjsu.edu

Research Foundation employment is separate and distinct from San Jose State University or State of California employment. Research Foundation employees are not employees of either SJSU or of the state of California.

The San Jose State University Research Foundation (SJSURF) is a non-profit auxiliary of San Jose State University. SJSURF is totally self supported. The majority of the organization’s funding comes from the federal government, and other public and private entities. With annual revenues totaling over $65 million, programs managed through SJSURF cover a rich diversity of applied research, public services, and educational related activities.
The SJSURF has implemented California State University Executive Order 1083 (http://www.calstate.edu/eo/EO-1083.pdf). By policy, all SJSURF employees are mandated reporters for suspected child abuse or neglect and are expected to undergo formal training in accordance with the directives of the Executive Order.

The SJSURF has also implemented California State University Policy Memorandum HR 2015 – 08 (http://www.calstate.edu/HRAdm/pdf2015/HR2015-08.pdf).

A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the SJSURF. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current SJSURF employees who apply for the position.