

# Assistant Residential Life Coordinator

## A Brief Overview:

Under the direction of the Residential Life Coordinator (RLC), the Assistant Director 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 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.

The responsibilities listed will be carried out under the supervision of the RLC in conjunction with the Associate Director of Residential Life and the Assistant Director for Residential Life. The ARLC will assist the RLC in managing a residential community of 200-1500 students. Classified as a Student Assistant position, this position is an "at will" position and is subject to release at any time.

## Learn about the Job:

Continue reading through this information regarding the ARLC position to learn more about the qualifications, expectations, and mandatory time that will be required in order to work in this role. Please read each portion carefully and be sure to communicate any questions to University Housing Services at your leisure.

## 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, 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 with general knowledge of G-mail 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 a 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 will need to complete a background check (fingerprinting) prior to being offered the ARLC position.

## Required Knowledge, Skills, & 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 and resourcefulness 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 situations; ability to respond to 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, handle multiple work priorities, and 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 communication skills.

## Preferred Knowledge, Skills, & 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.

## 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.

## ARLC 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 on-line 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 requirement.
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, 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 a 11 month, Temporary, Renewable (it is a 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:

**Anticipated Fall Start Day: July 11, 2014**

**Anticipated Spring End Day: June 12, 2015 (move out arranged with supervisor)**

**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.**

7. Active participation in Residential Life Team training and new staff orientation which occurs prior to the beginning of the Fall semester and prior to the beginning of the Spring semester.

**New Staff Orientation Dates: July 11 - July 18, 2014 – Subject to change based on start date**

**Fall ResLife Team (A/RLC) Training Dates: July 21 - 25, 2014**

**Spring ResLife Team (A/RLC) Training Dates Week of January 5 - 9, 2015**

8. Active participation in student staff training which occurs prior to the beginning of the Fall semester and prior to the beginning of the Spring semester, as well as presenting and participating in on-going system wide and area staff in-service training programs and meetings.

**Anticipated Fall RA Training Dates: Wednesday, August 6 - Thursday, August 21, 2014**

**Anticipated Spring RA Training Dates: Monday, January 12 - Sunday, January 18, 2015**

**Hall Staff Meeting Day and Time: Wednesdays, 7PM-10PM**

9. Attendance at Residential Life departmental meetings is required. Meetings occur every **Wednesday morning from 10:00AM-12:00PM**. Exceptions will only be made for academic classes or unexpected emergencies. Absences must receive prior approval from your supervisor.

## ARLC Expectations of Employment (continued)

10. 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 and CVA apartments will be open year round and new residents check in for the **2014-2015 academic year on August 22, 23, & 24, 2014 and will close on May 31, 2015**. The halls (CVC, Bricks & Joe West) **open August 22, 23, & 24, 2014 and close December 19, 2014 for the Fall semester and reopen January 18, 2015 and close May 22, 2015** for the Spring semester. 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.
11. 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.
12. 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.
13. 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. Again, only candidates who have been **HIRED** should initial and sign this information. The date to submit will be conveyed in the offer letter.
14. ARLCs are not allowed to keep pets that violate the standard University Housing Services student pet policy.
15. ARLCs may not have live-in partners, relatives, or friends, other than their assigned roommate.
16. Any outside employment must be communicated to and approved by your supervisor.

## ARLC Functions & Responsibilities:

1. **Division of Responsibilities:** Each area 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.
  - ARLC – In this role, ARLC 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.
  - 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:**
  - Works with Residential Life team overseeing, selecting, training, and evaluating student staff in meeting UHS mission and values; connecting development to specific learning outcomes.
  - Work with the RLC in the overall supervision, direction and development of 2-21 Resident Advisors (RAs), 1 Senior Resident Advisor (SRA), and 5-15 Office Assistants (OA). Works with RLC in direct supervision of staff.
  - Work with UHS staff to recruit, select, train, and direct student staff (i.e. SRAs, RAs, OAs, etc).
  - Provides individual student staff direction and development by conducting one-to-one meetings.
  - Provides staff with direction, development, and team building through weekly staff meetings.
3. **Paraprofessional Staff Oversight and Development:**
  - Assists, participates and encourages students and staff in implementing department’s programming model.
  - 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.
  - Provides leadership in developing sense of community in all residential communities
  - Supports issues of diversity and serves as an educator on understanding these issues.
  - Meets regularly with RLC to establish professional goals and objectives for residential community.
  - Maintains weekly work schedules designed for accessibility and involvement with students, staff and residents.
  - Works with the RLC in the overall development, advising and tracking of student staff programs.
  - Works with the RLC in conjunction with student staff in developing programming initiatives specific to the needs of the residents in specific communities.

# ARLC Functions & Responsibilities (continued)

## 4. Crisis Management, Counseling, Conduct & On Call:

- Assumes daily, evening, weekend and vacation on call coverage that may include both community and campus-wide responsibilities in emergencies.
- 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.
- Assists RLC in coordination of emergency evacuations and conducts fire drills with residents.
- In the event of an emergency and/or disaster, serve as a state disaster service worker for UHS.
- Works to create an atmosphere in the residential community that supports appropriate behavior.
- Assesses and responds to residential students' physical, emotional and intellectual needs.
- Work with students and staff to respond to counseling, conflict mediation and policy violation concerns.
- Role model appropriate behavior and response to students and staff, adhering to departmental and university policies and ethical statements.
- Follow up on incidents as needed

## 5. Administration:

- Works with University staff to appropriately administer UHS, University, and CSU policies and procedures.
- Works with RLC in developing a working knowledge of UHS operations and assists in coordination of paper flow to other areas within UHS.
- Works with maintenance, custodial, and other services to support high quality of UHS operations.
- Utilizes effective communicating, planning, scheduling and organizing skills as they relate to job responsibilities.
- 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
- Assists RLC in preparation of semi-annual/annual reports on services and programs provided by staff.
- Works with Residential Life professional staff in planning future programs, establishing goals and objectives and reviewing quality of life concerns within residential community.
- May assist Summer RLC in management of residential facilities in conjunction with summer conference program.
- Works with RLC or Assignment Coordinator to complete room changes on a case by case basis.
- Holds regular office hours – approximately 20 per week (5 open office hours). These are in addition to on-call responsibilities.
- Meets weekly with assigned RLC.
- Assists the RLC in administrating the opening and closing procedures for the hall(s).
- Manage administrative judicial tasks as assigned.

## 6. Related Duties:

- Serves on working committees that coordinate major residential life projects and assignments as determined by the Residential Leadership Team.
- Maintains positive working relationships with other UHS, Dining Commons and university staff.
- 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.
- 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 residential area.
- Be responsible with special staff privileges (i.e. use of office, phones, keys, office equipment, supplies etc.).
- Maintains confidentiality and objectivity **in all matters** related to students and staff; Adhere to FERPA guidelines.
- Shows a high level of self awareness and is able to give and accept feedback to be incorporated into personal and professional skill development.
- Works with RLC to develop a professional development plan.
- Participates in professional development opportunities that may include development and implementation of workshops, facilitating presentations, and attending conferences.
- Participates in UHS research and assessment projects.
- Assists in developing department policies and procedures and trains department staff in their implementation.
- Performs other duties as assigned.

## ARLC Functions & Responsibilities (continued)

7. **Collateral Assignments:** ARLCs will be assigned a collateral assignment by the RLC, the Associate Director of Residential Life, and/or the Assistant Director for Residential Life. We will ask you for your preference in collateral assignments based on your past experience and skills sets, but you are not guaranteed a specific collateral on preference alone. Collateral assignments include:

### **Judicial Development Coordinator (1 ARLC)**

- Select, train and advise students to serve on the Judicial Board. Advise Judicial Board throughout the academic year, provide on-going training and evaluation of members as needed.
- Manage all administrative aspects of Judicial Board hearings.
- Manage approximately 50% of housing related judicial cases (from start to finish), including necessary follow up with staff and students. May include hearing cases as a judicial officer.
- Create a passive program campaign for the beginning of the academic year to educate students about housing policies and the university's judicial process.
- Provide on going follow up and training to staff regarding policies and procedural changes.

### **Program Development Coordinator (1 ARLC)**

- Serve as an active member of the Living and Learning Community Committee.
- Support and/or advise Themed Community Resident Advisors (TCRA) in their programming initiatives for their communities. Meet with each TCRA on a monthly basis to discuss and plan specific programs related to the development and success of their themed community.
- Coordinate the Living and Learning Community Retreat at the beginning of the academic year.
- Coordinate Large-Scale Programming Committees and advise students serving on those committees. Committees 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.
- Manage the Center for Residential Leadership (CRL) including developing an annual cleaning schedule and ordering supplies and resources as needed.

### **Academic Development Coordinator (1 ARLC)**

- 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.
- Manage all marketing and advertising of LLC hours, services, programs, promotions and special events.
- Collaborate with LARC and Peer Mentors to provide on-going tutoring and peer mentor assistance in the LLC.
- 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.
- 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.

### **Desk Development Coordinator (1 ARLC)**

- 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.
- Facilitate all necessary payroll functions including setting up employee payroll, reporting, approving hours and tracking budget expenses related to hour usage.
- Meet regularly with each Senior Resident Advisor (SRA) for check-in meetings regarding the overall management of the courtesies desks.
- Manage each of the desks' Passive Programming initiatives based on the needs of the community.
- Facilitate and manage the Overnight Check In process with Conference Services.

### **Leadership Development Coordinator (4 ARLCs)**

- Serve as the advisor 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.
- 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.
- Attend Hall Government open and closed meetings as well as RHA Quorum meetings.
- 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.
- Advise Hall Government members in all aspects of programming and budget. Approve programs through Think Tank. Attend programs when able to.
- 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.

## ARLC Compensation:

The ARLC receives the following housing accommodation:

- **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.
- **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.
- **Joe West Hall:** 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.
- **Classics (Washburn and Hoover Halls):** your own furnished apartment in the **assigned building**. 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.
- **Campus Village A (CVA):** your own 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. Additional responsibilities in CVA include operational oversight and supervision of Resident Advisors in CVA.

The ARLC will receive up to **\$2000** (up to \$4000 annual) towards tuition and academic expenses in the Fall and Spring semesters. An automatic fee deferral will be done by housing upon hiring. Please note: resignation or termination from position will affect tuition remission (daily rate that employee worked will be calculated). Additionally, any unused amounts from tuition will be returned to UHS.

The ARLC will receive a monthly income of **\$900** (not included in amount are deductions for taxes, social security, retirement, etc.). Please note: resignation or release from position will affect monthly income (daily rate that employee worked will be calculated).

The ARLC will receive a **meal plan** with the University's food service provider, Spartan Shops. The plan is subject to change based on meal plan changes. Note, should an ARLC leave the position at any time, it is an expectation that they do not spend all of their remaining balance of dining dollars or allotted meals.

Priority Registration will be given to ARLCs each semester.

Guaranteed parking on campus will be given to ARLCs. The department does not cover the cost of parking permits.

**Total approximate value of compensation package for this position: \$26,314** [Rent/Board/Tuition scholarship (approximately valued at 16,414) is reported to Financial Aid]. The amount of compensation does not include the value of utilities, internet, basic cable and telephone service. Some of the compensation information above are not able to be factored into a monetary amount. Market value for the position is estimated at/close to \$30,000.

## Timeline:

Applicants who submit their application by **5:00 pm** on the **April 15, 2014** priority date will be considered first. Applications are still accepted after this date but will be reviewed after all priority applications have been exhausted.

Interviews will begin in mid April of 2014 and will conclude once all vacancies have been filled.

PLEASE RETURN TO THE APPLICATION  
AND COMPLETE YOUR SUBMISSION