

# SAN JOSÉ STATE UNIVERSITY

## San José, California

Opportunities for Employment Guide



University Housing Services, Division of Student Affairs

# Residential Life 2014



SAN JOSÉ STATE  
UNIVERSITY

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## HOW TO APPLY:

ARLC Candidates: [CLICK HERE](#)

RLC Candidates: [CLICK HERE](#)

## Residential Life Welcome!

Thank you for your interest in University Housing Services (UHS) at San José State University (SJSU). SJSU, part of the California State system, is a diverse urban campus with approximately 30,000 students.

We strive to provide supportive and affordable residential learning communities that promote academic success and individual development. Our living-learning communities help ease the transition to college life, serve as an extension of the classroom, and increase awareness of community responsibility. Located on the main San José State University campus, the residence halls are just minutes from classes, the library, recreation and dining facilities, and downtown.

The Residential Life Team is comprised of over 80 members including, 5 full-time professional Residential Life Coordinators, 9 part time graduate student Assistant Residential Life Coordinators as well over 65 Resident Advisors, all of whom are led by our Assistant Director and Associate Director for Residential Life.

The information in this booklet will outline the organizational structure of our department, our philosophy, highlights of SJSU, compensation, and additional information that we hope further excites you about the opportunity to join our team of enthusiastic and passionate professionals.

**SJSU Website:** [www.sjsu.edu](http://www.sjsu.edu) **UHS Website:** [www.housing.sjsu.edu](http://www.housing.sjsu.edu)

# About San José State University

## A Brief History:

Founded in 1857, San José State University is the oldest public institution of higher education on the West Coast. SJSU began as Minns' Evening Normal School in San Francisco in 1857 and became a state school — the California Normal School — created by the California legislature in 1862.

In subsequent years, several cities attempted to get the school to relocate but San José was selected by the California legislature in 1870. The cornerstone of the new school building at the Washington Square site, donated by the City of San José, was laid on October 20, 1870. The building was completed in 1871 and students and faculty moved from San Francisco to San José.

San José State University's name has evolved along with the institution. In 1921 San José State Normal School became San José State Teachers College, later renamed San José State College in 1935, later renamed California State University, San José in 1972 when it achieved university status, and finally, San José State University in 1974. In 1942, by 10 votes, the student government decided that "Spartans," not the "Golds," would be the official university mascot.

SJSU students have been activists throughout the university's history. In 1941, the San José State College (SJSC) football team was in Honolulu at the time of the Pearl Harbor bombing. Team members assisted city police in enforcing blackout and guarding the city water supply. Many of those who volunteered enlisted and some never returned. A total of 4,200 students and alumni served in World War II and 182 gave their lives. During the 1960s and 1970s, students marched in response to the Kent State shootings and participated in protests during the Civil Rights Movement.



## San José State University Today:

Today, SJSU is accredited by the Accrediting Commission for Senior Colleges and Universities of the Western Association of Schools and Colleges. SJSU's location in the Silicon Valley makes it an exceptionally rewarding learning environment for students. SJSU continues to draw students from California and beyond. The current enrollment of 29,000 is approximately ten times that of our 1936 numbers. SJSU reached cultural pluralism, with no ethnic majority in 1993 and remains an example of diversity for other universities.

Silicon Valley firms and agencies seek SJSU students for internships, summer work programs and assistance with research and development projects. Silicon Valley firms employ more graduates from SJSU than from any other university in the nation. SJSU is the number one supplier of education, engineering, computer science and business graduates to Silicon Valley, the world's high tech capital.

Considered "the diamond of the Silicon Valley," SJSU's location in the bay area, the surrounding community, the staff and its resources, offer amazing opportunities for the successful candidate.

# Strategic Plan: Vision 2017

San Jose State envisions a bright future. Vision 2017 was determined collaboratively using input from the university community. We will achieve our strategic goals by aligning our resources and, most notably, through the hard work and dedication of our faculty, staff, students and community members. The [strategic framework \[PDF\]](#) will guide San Jose State as we continue to pursue excellence. [See how the campus is working together toward Vision 2017.](#)



## Guiding Principles

*A Strong and Unique Sense of Place.* SJSU has a strong and unique sense of place, both physical and virtual, with modern learning spaces, gathering places and technology infrastructure. We create a welcoming, vibrant and safe environment that fosters a sense of belonging and Spartan pride.

*Unbounded Learning.* SJSU is an innovative, engaged learning community committed to preparing students with adaptive skills and knowledge for a global 21st century. Our highly regarded faculty members facilitate unbounded learning by actively engaging with students to provide a wide range of access to and delivery of learning content through in- and out-of- the classroom experiences.

## Goals

- **SPARTAN PRIDE:** Develop vibrant, safe and welcoming communities that create a sense of belonging and instill Spartan pride.
- **UNBOUNDED LEARNING:** Enhance student success through continuous learning innovations.
- **HELPING AND CARING:** Create a culture of helping.
- **AGILITY THROUGH TECHNOLOGY:** Improve organizational responsiveness through an advanced technology infrastructure and by elimination of procedural obstacles.
- **21st CENTURY SPACES:** Provide gathering spaces and up-to-date facilities.

# Partners On Campus

University Housing Services partners with many departments across the Division of Student Affairs. These partnerships range from operational and programming initiatives and create a great sense of community, health, and safety for our residential students and for University Housing Staff. There are opportunities to work with these campus partners (and more) on committees, programs, and in your day to day tasks as a member of our team.

## **Office of Student Conduct and Ethical Development (OCSED)**

[Student Conduct & Ethical Development | San Jose State University](#)

## **University Police Department**

[University Police Department \(UPD\) | San Jose State University](#)

## **MOSIAC**

[MOSAIC Cross Cultural Center | San Jose State University](#)

## **Counseling Services**

[Counseling Services | San Jose State University](#)

## **Student Activities**

[Campus Life | Students | San Jose State University](#)

## **Student Involvement**

[Student Involvement | San Jose State University](#)

## **Wellness and Health Promotion**

[Wellness and Health Promotion | San Jose State University](#)

## **The LGBT Resource Center**

[LGBT Resource Center | San Jose State University](#)

## **The Women's Resource Center**

[Women's Resource Center | San Jose State University](#)



"San José State is an institution with amazing students and rich with potential for new professionals with great ideas. No opportunity comes without its challenges, which is why the support of the Residential Life Team and Division of Student Affairs makes every day a balance between work and play. If you are creative, want to work hard, and want to make a difference, SJSU is the place for you."

*Rocco Fragomeni  
- Residential Life Coordinator*

# UNIVERSITY HOUSING SERVICES - OVERVIEW

## Who are we looking for?

We are looking for graduate students and professionals who can inspire a team and motivate others; people who love working in housing; individuals who are flexible and can deal with change; individuals who are respectful, trustworthy and reliable; individuals with strong attention to detail and excellent administrative skills; individuals who understand the education of social justice and privilege and how it affects us as members of the community; individuals who are committed to mentoring and making positive change to our department; and people who love to have fun!

## Who are we?

UHS is divided into four areas: Administrative Operations (licenses and contracts), Facilities (maintenance and custodial), Organization and Planning (strategic planning and assessment), and Residential Life (care, counsel, advise and educate). Each department is staffed with an Associate Director and one to two Assistant Directors/ Coordinators that make up their area's "leadership team." Each Associate Director is supervised by the Executive Director of University Housing Services.

We employ over 75 full time staff members with more than 300 student staff members. Specifically in Residential Life we are staffed with the Associate Director and Assistant Director for Staff and Leadership Development.

## Our Residence Halls:

**The Classics (Royce, Washburn and Hoover)** - traditional, housing predominantly first year students

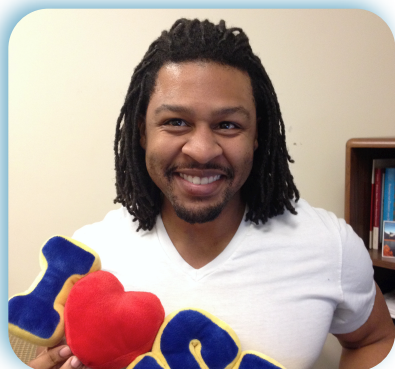
**Joe West** - traditional, housing first year and upper division students

**Campus Village A** - apartment style, housing faculty, staff, graduate students and upper division students

**Campus Village B** - apartment style, housing upper division and graduate students

**Campus Village C** - suite style, housing first year students

In each residence hall, there is a Residential Life Coordinator (RLC) and two Assistant Residential Life Coordinators (ARLC). The building's leadership team manages all aspects of their 600-1700 person residential community with 10-25 Resident Advisors (RA).



University Housing Services at SJSU has allowed me to utilize my training as a student of the Counselor Education Masters Program. Working in Residential Life also exposed me to great professional development opportunities such as sitting in conduct meetings, mediating conflicts, being a part of the RA interview process, and working with a team of great individuals. I appreciate how I am challenged to think critically and to be mindful of myself and others.

*Sheldon Fields*  
- Assistant Residential Life Coordinator

# Our Mission and Values

## UHS Mission Statement

University Housing Services strives to create a residential community that supports and enhances academic success, fosters the learning and development of our students, and promotes student involvement and civic engagement. As a department, our practices promote efficiency, operational effectiveness and fiscal responsibility.

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### Accountability

We are fiscally responsible and promote efficiency in our work practices. We regularly benchmark, assess and evaluate our programs and services utilizing results in strategic planning efforts to increase efficiency and make improvements.

### Communication

We are open in our communication and practice transparency in our working relationships with students and staff.

### Community

We seek to facilitate the development of a residential community that is caring, inclusive, safe and secure and promotes sustainability

### Education

We support the academic mission of the university and seek to create living and learning environments that promote student development.

### Integrity

We practice ethical decision making and honesty in our working relationships.

### Value

We strive to provide a quality on campus living experience at an affordable cost.

### Visionary

We follow best practices striving to incorporate new developments and trends in campus student



*I love being at SJSU, especially working in Housing, because of the diversity. We have an extremely diverse staff and, as a department, everyone does a great job at celebrating each other's differences. In addition, I feel comfortable doing my job because of the support I receive from my direct supervisors and my peers.*

*Josh Rebello  
-Resident Advisor*

# Residential Life Learning Outcomes

The University Housing Services' Programming Model is based on Student Affairs standards for "best practices" and theoretical foundations of higher education administration. It offers our residents personal and academic growth opportunities which are measured against "learning outcomes" embedded within the model itself.

## *Multicultural Competence*

Develop skills to foster meaningful relationships within and across cultures - Build supportive and inclusive communities to promote individual and community excellence - Encourage intellectual and personal growth including the ability to see many perspectives and draw individual conclusions - Gain multicultural and global perspectives to influence personal values and actions - Actively recognize the value of human difference

## *Values & Identity*

Cultivate a personal understanding of spirituality and its role in individual and societal values - Establish mutually rewarding relationships by exhibiting maturity, honesty, and respect - Demonstrate self assurance and confidence - Explore, develop, and clarify identity and personal values through reflection and activities - Respect self and others

## *Communication*

Speak confidently in group and one-on-one settings, especially with people of prestige and people different from themselves - Comprehend, interpret, and analyze information from a variety of sources - Practice different components of communication (active listening, thinking critically and reflectively, and responding coherently) - Learn how communication can help navigate and strengthen interpersonal relationships - Express ideas and facts effectively in a variety of formats

## *Lifelong Learning*

Utilize basic learning skills and be able to understand complex subjects - Engage in critical inquiry and exploration - Function independently and autonomously - Develop independent living skills (cooking, financial management, cleaning, sewing, etc.) - Exhibit knowledge of healthy life choices - Continuously desire to gain knowledge and become actively engaged in new concepts and ideas

## *Civic Engagement*

Effectively collaborates with residential community members and engages in leadership opportunities - Act with an informed awareness of contemporary issues and their historical context - Understand and participate in residential, city, state, and federal civic events as well as service and volunteer opportunities - Display a sense of ownership and pride within the residential community and demonstrate positive social behavior - Develop awareness of their role and responsibility to become a productive member of the global community

## *Academic Development*

Develop an understanding of one's academic potential - Better utilize campus resources to reach academic goals - Cultivate a sense of purpose within the institution, select a major field of study, and focus on academic achievement - Identify and prepare for a career

For more information on the theory that drives our practices please click on the link below:

[RESIDENTIAL LIFE PROGRAMMING MODEL](#)

# RESIDENCE HALLS at SJSU



**Campus Village Building A (CVA)** houses SJSU Faculty, Staff, Graduate and under-graduate students, with priority given to senior students. The building is managed by an Assistant Residential Life Coordinator who over sees building management and programming along with the CVB Residential Life Coordinators. CVA is staffed with an Office Manager, seven part time Community Assistants and at least one Resident Advisor. Each apartment in CVA includes a washer and dryer.

**Campus Village B (CVB Apartments)** is the location of apartments designed primarily for upper-division students, and includes the Resident Activities Center, Computer Lab, the Living and Learning Center and the Village Market. It is the centerpiece of Campus Village with a 15 story tower. It features one bedroom studios, and 3, 4, and 5 bedroom apartments equipped with a kitchen, and living room area. Each apartment has two private bathrooms. CVB also offers co-ed apartments.



**Campus Village C (CVC Suites)** houses both first year and upper-division students. Students enjoy suite-style housing facilities with spacious floor plans and a variety of amenities that offer all the comforts of home as well as community lounges on each floor. Each suite comes with 4 double rooms and two bathrooms. CELL, the engineering themed community, is located in CVC.

**Joe West Hall** is one of our largest and most diverse halls at 12 stories high and houses over 650 residents ranging from first-year students to upper division students. West Hall provides single and double occupancy rooms. West Hall is equipped with two elevators and contains our mail room. Arts Village and Global Village themed communities are located in Joe West Hall.



**The Bricks**, (Hoover, Royce and Washburn) offer traditional style living-learning environments for approximately 250 students each. Each hall is divided into 6 wings, a design which helps promote community among the residents. These buildings do not have elevators but are equipped with air conditioning. Rooms in the bricks are double and triple occupancy rooms. There is one community bathroom on each wing.

# Living Learning Communities

Residential Living & Learning Communities house groups of students together in order to support their academic and social transition to the university and/or are theme-based related to a particular academic or co-curricular interest. Students living in these communities experience intentional interactions with faculty and staff to further promote the theme and/or academic focus of said community. There are additional benefits to these communities which include but are not limited to, increased academic performance, networking opportunities, and an easier transition to college life.

## Arts Village

Programming for this community focuses on the multiple interests of art majors, minors and those students interested in the arts. Programming, enhanced by faculty and community involvement, focuses on art appreciation and careers in the arts.

## Business Innovation and Leadership Development (BUILD)

BUILD allows students to transition to university life through a learning community that involves them in engaging leadership activities and interactive programs, provides access to business related resources and networking opportunities throughout their time here at SJSU and beyond.

## Community for Engineering Living and Learning (CELL)

This community is designed by the College of Engineering exclusively for engineering students. Members of this community will address all aspects of engineering life: academic, intellectual, social, physical, occupational, spiritual, and emotional. All members will have opportunities to obtain academic advising and tutoring within the living communities.

## Global Village

This living community centers around culture—learning about one's own and that of students from other cultures. Programming centers around understanding our global society. Encourages students to attend and create programs.

## Rainbow Village

Programming for this community focuses on topics related to gender, sexual orientation, and social justice. Members of the community will work closely with the Women's Center, LGBT Services, and Men Creating Change.



*"The only thing that's constants is change" and this is true for residential life work. However, the exciting part of constant change is there is always something to do and new people to meet. Residential life work is a very rewarding field that has helped me develop better mediation skills, time management, and overall better social communication skills.*

*Edgar Maravilla  
-Assistant Residential Life Coordinator*

# RESIDENTIAL STUDENT LEADERSHIP

Residential Life offers many opportunities to get involved. Some of our most popular and longstanding traditions are the National Residence Hall Honorary and the Residence Hall Association. Space for these organizations as well as the individual Hall Governments is provided in the Center for Residential Leadership (CRL) which is located in the basement of Joe West Hall. This space also includes programming resources for Resident Advisors from all of our Residence Halls.



RHA is the student governing body for the residence halls. They exist to represent all the students living in on-campus housing. They are a source of programming funds and resources for RAs and residents. Additionally, they are the link between the residents and UHS. RHA represents the needs, wants and concerns of the students in housing. It also exists to offer leadership opportunities for residents through Hall Government and committees. Advising RHA is a possibility for professional development.

RHA has had much success with involvement with the Pacific Affiliate of College and University Residence Halls (PACURH) and the National Association of College and University Residence Halls (NACURH). Some of the most notable are listed below.

- Host of 1999, 2005 & 2012 PACURH Regional Conferences
- 2006, 2007, 2010 and 2012 PACURH RA of the Year Award
- 2007 PACURH Executive Board Member of the Year Award
- 2007 PACURH Student of the Year Award
- 2007 and 2008 PACURH Spirit Award
- 2007 PACURH Dan Hallenbeck Service Award
- 2009 PACURH Program of the Year Award
- Finalist for the 2008 & 2009 NACURH/ACPA Program of the Year the 2010 & 2011 PACURH Executive Board Member of the Year Award



The Makoto Ushihara Chapter of NRHH just begun to be re-established at SJSU in 2006. While re-developing, they have made a significant impact on the campus, in PACURH and NACURH. With 31 possible members, numerous alumni and honorary members, the organization hosts bi-monthly meetings as well as programs throughout the year (one a month). Advising NRHH is a possibility for professional development.

In its short come back, NRHH has been awarded many regional and national OTM winners. Additionally, the organization has accomplished the following:

- Regional and National OTM Committee Participants
- Recipient—NACURH Programming Grant
- Finalist: PACURH Building Block Award
- Finalist: PACURH Outstanding Member of the Year Award
- 2010 PACURH Outstanding Member of the Year Award
- 2008, 2009, 2010 & 2014 PACURH Chapter of the Year Award

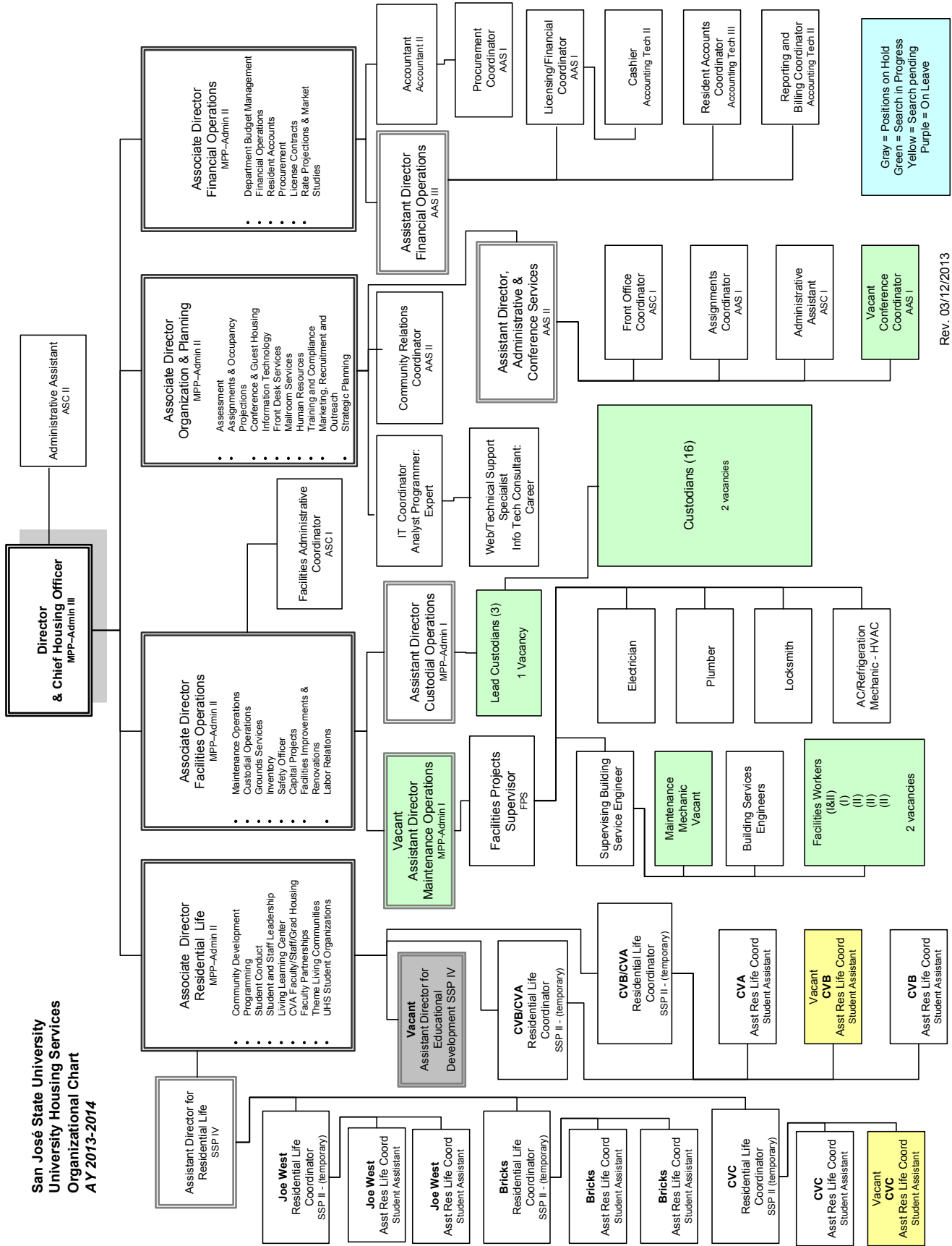


*"Besides the wonderfully mild weather and diverse demographics, one of my favorite parts of SJSU is the on-campus housing. As I've spent the past three years in these beautiful buildings, I have met some great people and established relationships that I know will last a lifetime. Through housing I have also been given the proper skills and conducive environment to build myself as an exemplary leader among my peers. I can say with certainty that my experience at SJSU has been enhanced thanks to UHS.*

*Lauren Ohira  
-Resident Advisor*

# Organizational Structure

San José State University  
 University Housing Services  
 Organizational Chart  
 AY 2013-2014



Rev. 03/12/2013

# 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.

## Apply:

To apply for the Assistant Residential Life Coordinator Position, fill out our application by clicking on the following link:

[ARLC APPLICATION](#)

## 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.

# Residential Life Coordinator

## A Brief Overview:

The Residential Life Coordinator job description, qualifications, etc. are available via the RLC job posting on the San José State University Human Resources Website.

## Compensation:

**BENEFITS:** For a comprehensive overview of SJSU Benefits please visit: <http://www.sjsu.edu/hr/benefits/>

**SALARY:** SJSU offers a competitive salary package that is commensurate with experience. Salary ranges from \$3,307-4,365 (\$36,852-\$52,380). Note, the position typically starts at \$43,000/year.

**APARTMENT:** Furnished two bedroom/one bathroom apartments (size varies). Beds are queen sized. All apartments include microwave, stove, refrigerator, dishwasher, washer/dryer, and have air conditioning. RLCs are required to sign a lease. Rent and all utilities (local phone, basic cable, or internet) are included.

**MEALS:** RLCs are given a University meal plan.

**MAIL:** Your mail and packages will be delivered to the mailroom located in Joe West Hall. You will be given a personal mailbox that you will keep for the duration of your time living on campus. Your address will be 375 South 9th Street (Mailbox Number), San Jose, CA 95112.

**PARKING:** RLCs have discounted parking rates of approximately \$19\* a month for one car. Additional cars pay the standard monthly rate. Rates for the 2014-2015 year are approximately \$100\*/mo. per car and \$20\* per month for motorcycle parking. Garage parking is available on a first come first serve basis. \*Rates subject to change after the publication of this document.

**PETS:** University Housing Services allows RLCs (pending approval) the benefit of having dogs and cats in addition to pets permitted under the pet policy. A pet deposit is required for each pet (to be returned if inspection of apartment meets cleaning/damage requirements)

**MOVING EXPENSES:** SJSU does not offer reimbursement for moving expenses.

**PROFESSIONAL DEVELOPMENT:** Funding for conference attendance and travel is limited and not readily available to all RLCs. Opportunities for conference travel/attendance will be announced as they become available. Funding through the University may be available through grant proposals.

## Apply:

To apply please click on the following link: [RLC APPLICATION](#)

## Timeline:

Applicants who meet the **March 4, 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.

Our interview process consists of a 45 minute initial phone interview, and On-Campus Interview. First round interviews will commence in March 2014, with on-campus interviews held in April 2014.

The anticipated start date for this position is for July 11, 2014.

Thank you for taking the time to interview with SJSU's University Housing Services! We hope that you have enjoyed your interview experience with us. We wish you much luck and success in your future endeavor(s)!

"San José State University works vigorously to achieve an atmosphere free of discrimination and harassment — one that is reflective of our richly multicultural society. By doing so, we ensure the interchange of diverse views and growth of mutual respect. The University is proud of its record and recognizes the immeasurable contributions this work has had in making it a distinguished institution of higher learning and an employer of choice in Silicon Valley." **Don Kassing**, Former President, San José State University

# 2014

University Housing Services, Division of Student Affairs



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