

SENIOR RESIDENT ADVISOR, RESIDENT ADVISOR & THEME COMMUNITY RESIDENT ADVISOR JOB DESCRIPTION 2017-2018

RESIDENTIAL LIFE - UNIVERSITY HOUSING SERVICES

Employee Name: _____

Under the direction of the Residential Life Coordinator (RLC), the Resident Advisor (RA), Themed Community Resident Advisor (TCRA), and Senior Resident Advisor (SRA) are responsible for working closely with University Housing Services' staff members to develop and maintain an atmosphere that promotes residential communities through excellence in academics and personal development opportunities for students. RAs, TCRAs, and SRAs are charged with developing communities and presenting programs that involve students, faculty and staff. Developing the holistic student is an intentional goal of this position. As an employee of UHS, each RA will adhere to, administer, and enforce policies and procedures as outlined in the Residential Life Staff Manual, the UHS Community Living Handbook and the university Code of Conduct.

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

TCRAs live on specialized floors centered on developing skills and attitudes within our residents that enhance academic and creative achievement.

The SRA role includes the expectation of mentoring new and returning staff and has a higher expectation of administrative ability. This staff member will be responsible for overseeing the daily management of the Courtesy Desk(s) in the area including hiring and evaluating of student staff members.

Qualifications

1. Undergraduate or graduate students in good standing with the university and possessing a minimum 2.5 cumulative GPA at the time of application. A cumulative GPA of 2.5 must be maintained throughout the period of employment. A GPA check will occur each semester that you are to enter into the position to verify that you have met this requirement. Please note that GPA does not round up; any GPA below a 2.5 (2.499 or below) may make you ineligible to apply for the position. Release from position and/or academic notice may be required for current staff members who do not maintain the 2.5 GPA requirement.
2. Candidate must be in good conduct standing. Good conduct standing is determined by the number of previous incidents, severity of charges, and status of findings and sanctions. Release from position may be required for students who do not maintain this standing. No candidate or current staff member can have an open conduct file during the interview and/or employment period.
3. Candidate must have a matriculated student status with SJSU (i.e. accepted, enrolled and/or currently a student) during time of application.
4. Minimum of one year residence in a college or university residence hall, or a similar group living experience such as a Greek house, co-op, or theme program prior to term of employment is preferred, but not required.
5. Previous leadership experience is strongly desired.
6. Senior Resident Advisors must have served at least one semester in the role of a Resident Advisor, with preference being given to those who have served at least a year; first preference will go to those who have served in these positions at SJSU.

Terms of Employment

- All candidates that have been offered and have accepted the position must read through the Terms of Employment, and the Basic Functions and Responsibilities of the position and initial each item. Initials signify a clear understanding of these expectations. Additionally, each staff member must sign and date the overall job description as an understanding that they have read through and agree to all terms. _____
- The RA/TCRA/SRA is expected to serve as a role model for all residence hall policies and procedures through day-to-day interaction with students and staff as well as through on-line sources (i.e. Facebook, MySpace, Twitter, e-mail, etc.). Failure to serve as a positive role model may result in personnel action up to and including release from position. _____
- Maintain the required 2.5 cumulative GPA throughout the term of employment. Grade checks will be completed in June (to confirm eligibility for fall semester) and in January (to confirm eligibility for spring semester) in order to ensure compliance with the academic requirements of the position. Release from the position may be required for staff members that drop below the 2.5 GPA requirements. _____
- Maintain full-time academic status (12 units per semester-undergraduate and 9 units for graduate) throughout the term of employment. Exceptions must have prior approval of the Associate/Assistant Directors of Residential Life. No staff member should be enrolled in more than 18 units a semester. _____
- The period of employment for this position is as follows: _____

	Fall Start Day	Spring End Day
SRAs/TCRAs	July 25, 2017*	May 31, 2018*
Classics/Suites/CV2 RAs	July 31, 2017*	May 31, 2018*
CVA and CVB RAs	July 31, 2017*	May 31, 2018*

*Note: Spring end dates subject to change based on supervisor's need. End date will be communicated in advance. Fall end/spring start dates will be shared during fall semester. You may be required to serve duty during this period. It is strongly recommended that you do not make travel plans during this period until you have spoken to a supervisor. Housing is not guaranteed for all staff members during semester breaks and is dependant on building assignment.

- RA's are required to attend all sessions during both fall and spring training. Training will typically occur from 9AM-7PM daily. On some days, the schedule may go outside these times or may be overnight for a staff retreat. Weekend sessions may also be scheduled. All parts of training are mandatory. If an RA cannot attend all sessions, that staff member may have their offer rescinded. The training schedule will be communicated as soon as it is solidified. Move-in will typically happen the first day of training. _____

	Fall Training Days	Spring Training Days
SRA	July 25 – August 18, 2017	January 13 - 20, 2018
TCRA	July 25 – August 18, 2017	January 13 - 20, 2018
RA	July 31 - August 18, 2017	January 13 - 20, 2018

- Active participation in staff training which occurs prior to the beginning of the fall and spring semesters; as well as on-going system wide and area staff in-service training programs and meetings. Although the Apartments do not close for Winter Break, staff members will still be required to complete opening and closing tasks at the end of fall semester and the beginning of spring semester. RAs in all buildings will assist in additional student check ins/outs throughout the year. _____
- Participation in the opening and closing (all days) of the halls prior to the beginning of both semesters and throughout the academic year. All building move-in is August 18-22, 2017. Fall closing for Suites, CV2, and Classics is December 20, 2017. CVA and CVB will open for spring on January 1, 2018; all other buildings will open on January 12. Spring closing for Suites and Classics is May 23, 2018; for CVA and CVB, spring closing is May 27, 2018. _____
- Must be available to residents and staff during evening hours and weekends and must be willing to commit a significant amount of time (approximately 20 hours/week in addition to scheduled duty shifts) to the position. This includes providing hall coverage

during some vacation and holiday periods, which includes, but is not limited to Thanksgiving, Winter Break and Spring Break, when the halls remain open. _____

10. RAs are required to be present during major campus or UHS event weekends (i.e. Tailgate Takeover, Homecoming, Family Weekend, Admitted Spartan Day (typically scheduled for a Saturday in mid April), etc.) Specific dates will be shared during training. Note: all dates are subject to change. _____
11. Any major time commitments (i.e. running for Associate Students Directors or Executives, additional employment, involvement in other student organization(s) or other responsibilities outside of the RA position) may occur but cannot exceed a total of 10 hours a week. Exceptions to this must be discussed and approved in advance by the RLC. SRAs are not allowed to take on any other additional time commitments of any kind without prior approval from their supervisor(s). _____
12. Staff members will receive a performance evaluation at the end of each semester. Employment is contingent upon on-going satisfactory job performance evaluation by the supervisor. Satisfactory job performance evaluation is defined as meeting expectations as defined by the job evaluation in all areas of the job description. _____
13. UHS provides phone service and a phone so that RAs are easily accessible to staff and students. RAs must record a greeting message and check regularly. RAs must make their room phone numbers available to residents. _____
14. Compensation: RA/TCRA/SRAs will receive room (single room occupancy) and board during the live-in period of employment as compensation for their work.

Each RA will receive a monthly pay of \$80. Apartment RAs will receive an additional monthly food allowance of \$150.

Each TCRA will receive a monthly pay of \$120.

Each Returning RA will receive an additional \$20 monthly.

Each SRA will receive a monthly pay of \$300. Apartment SRAs will receive an additional monthly food allowance of \$150.

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

15. During specific holiday duty (designated university weekday holidays and when the UHS main office is closed) RAs on primary duty will receive \$50 per day. RAs who are on primary duty during specific holiday duty (when the Dining Commons is closed) will also receive a \$20 per day food allowance (unused portions must be returned to UHS). UHS professional staff will determine duty days and hours as needed. It is an expectation that an RA will serve on duty. If necessary, supervisors will assign duty accordingly. _____
16. New RAs will be required to attend the 3-unit RA class; mid-year hires will be required to attend the RA class during the next fall semester if they return to staff. Should the RA not earn a passing grade, they may be placed on performance notice and/or be required to complete additional tasks and/or subject to release. _____
17. All RAs must be able to attend staff meetings every Wednesday from 7PM-10PM. RAs required to take a class during the staff meeting time must receive prior approval from their direct supervisor. You must provide proof that the class is a requirement for your major. _____
18. All staff members must fulfill the expectations of being a Campus Security Authority, communicating pertinent information to supervisors or other parties as necessary and appropriate. _____

Basic Functions and Responsibilities

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

Community Development

- A-1 Encourage personal, social, and academic development of students. This responsibility involves spending a significant amount of time on the floor or building area and getting to know students on an individual basis. "Significant amount of time" could include,

but is not limited to the following: being available to assist students, implementing on-going spontaneous and planned activities, floor/building meetings, Hall Government, Residence Hall Association (RHA), National Residence Hall Honorary (NRHH) meetings, visibility in your community. This responsibility also includes working collaboratively with residents to develop communities that they feel they belong in, have a say in the development and success of _____

- A-2 Assist your living group in establishing various programs that aid in the development of a positive living/learning environment. Assess, initiate, plan and implement community development activities with the community to address the needs and concerns of the residents _____
- A-3 Support and encourage students in the development of an effective Hall Government. Attend Hall Government meetings as assigned by the RLC. Work with floor or area representatives to establish a positive community _____
- A-4 Demonstrate a working knowledge of campus agencies, their services and functions, in order to provide academic and personal support. Serve as a resource for information and a referral source as needed _____
- A-5 Act as a mediator in conflict situations (i.e. roommate conflicts, noise disruptions, floor disputes, etc.) _____
- A-6 Work cooperatively with students to ensure an environment on the floor or building area which displays respect for the rights and privacy of others and promotes consideration of individual needs in a group living environment _____
- A-7 Respond to student behavior that is inappropriate and/or in violation of campus/housing policies and procedures; as well as state and/or federal laws. This responsibility involves confronting the action that is in question, documenting the incident(s) as directed by a Residence Life Staff member, and utilizing residence hall and University conduct procedures _____
- A-8 Share student concerns relating to residential life (i.e. policies, procedures, dining services, maintenance) with the appropriate units of UHS (i.e. RLC, Associate Director, Assistant Directors, Commons Manager, Facilities Manager, etc.) _____
- A-9 Plan a welcome event during opening and a closing event during closing, dependent on area, building, and supervisor _____
- A-10 Serve as a constructive and positive role model for personal behavior and academic pursuits and adhere to all campus policies. Role-model appreciation of differences and assist students in developing an understanding of diverse cultures and lifestyles. Respect and treat all individuals fairly and equitably by being open and understanding of sexual orientation, and cultural and ethnic diversity issues. _____
- A-11 In collaboration with residents, create community standards that are appropriate for their needs and space _____
- A-12 Educate yourself about the unique needs of your residential community _____
- A-13 Work with RLC, Coordinator for Academic Programming and Tutoring, and Living and Learning Center (LLC) staff to promote services and programs of the LLC _____

Community/Educational Programming

- B-1 Fulfill strategies and requirements as set forth by the Residential Life professional staff in the Residential Curriculum. Complete all program planning and evaluation materials. Assess, initiate, plan and implement programs each semester from floor/suite/apartment scale to building scale (amount determined by your RLC). Work collaboratively with the RLC, Associate/Assistant Directors and other UHS staff to organize intentional social and educational opportunities. _____
- B-2 Assist in orienting students to the residence hall during opening day and throughout Welcome Week during the fall and spring semesters _____
- B-3 During opening night/week (dependent on area, building, and supervisor) conduct a meeting for new residents which outlines residential services and resources, addresses residential policies, and assists in the transition of new students using the outline provided by UHS _____
- B-4 Present a program in the fall semester within the first month of class which fosters positive roommate relationships and complete roommate agreements for each room in your community _____

- B-5 Participate in major hall or UHS functions by encouraging residents to participate in campus and community events (i.e. events sponsored by Hall Government, RHA, Conduct Board, Associated Students and campus wide events) _____
- B-6 Address community-wide issues and generate discussions at regularly scheduled floor/area meetings _____
- B-7 Work collaboratively with the Faculty In Residence to plan programs and integrate them into the community.
- B-8 Support and help publicize university and UHS resources including but not limited to Living Learning Center, Career Center, Counseling Services, MOSAIC, etc. _____

Staff/Administrative Responsibilities

- C-1 Attend and participate in fall and spring training programs, as well as in on-going system-wide staff in-service training programs and meetings _____
- C-2 Participate in all individual, staff and group evaluations and surveys as planned by UHS _____
- C-3 Complete administrative tasks as needed (i.e. incident reports, maintenance requests, room inventory sheets, health and safety checks, check-in and check-out procedures, all programming materials, etc.) in a timely and efficient manner _____
- C-4 Perform regularly scheduled duty shifts. Duty hours vary by building, but generally run from 7pm-8am on weekdays and 7pm-7pm on the weekends. Please check with your BLT about how duty works in your community. Structure and hours are subject to change based on the needs of the community and needs which may present themselves during the year. During university-observed holidays, duty will occur from 7:00pm and end the following day at 7:00pm. Duty includes, but is not limited to, performing rounds at least twice each night (as needed and/or determined by RLC for area), responding to emergencies and lockouts, carrying a duty phone, and facilitating room check-ins and check-outs. RAs may also be expected to maintain the cleanliness of the facilities in extreme situations including sweeping glass or vomit with appropriate supplies. On-duty RAs are the first responders and are expected to be in their respective building at all times (additional expectations set by supervisors). RAs are also expected to act as back-up for other areas of campus in the event of an emergency. _____
- C-5 Provide specific Courtesy Desk coverage as determined by RLC and or by UHS managers _____
- C-6 Ensure that RLC is informed and updated on all aspects of your work. This responsibility will entail meeting regularly with your RLC to share job-related information, receive feedback, and develop job-related skills _____
- C-7 Actively participate in the selection process for hall staff for the next academic year as well as other important UHS processes (i.e. Opening, Closing, Survey Administration, Returning Resident Process, etc) _____
- C-8 Disseminate campus information and create regularly updated bulletin boards as directed by the RLC _____
- C-9 Fulfill committee responsibilities, collaterals or special projects agreed upon with the RLC _____

Other Related Duties

- D-1 Maintain positive working relationships with other UHS, Dining Commons and university staff _____
- D-2 Report maintenance problems in a timely manner (within 24 hours) in order to maintain the physical condition of the residence halls. Provide immediate follow-up on reported problems _____
- D-3 Do not duplicate or loan keys or access cards to unauthorized persons. Official job related keys are to be kept in their and/or a designated, secure location at all times when not in use, and are not to leave the building or area without authorization _____
- D-4 Be responsible with special staff privileges (i.e. use of offices, phones, keys, office equipment, supplies etc.) _____
- D-5 Maintain confidentiality and objectivity in all matters related to students and staff _____
- D-6 Be able to give and accept feedback to be incorporated into personal and professional skill development _____
- D-7 Perform additional positional expectations and other duties as assigned by the RLC and other UHS staff including collateral assignments, which may include creating newsletters & e-communities or websites _____

Additional TCRA Functions and Responsibilities

In addition to the expectations above, the TCRA is responsible for:

- E-1 Actively support and/or serve on the Community Council for your assigned community _____
- E-2 Assist with the marketing aspects of the Themed Community. This includes but is not limited to advertising the Community Mentor volunteer position (in Joe West), creating marketing tools during Preview Day and Admitted Spartan Day _____
- E-3 Present your Themed Community during spring training. Inform other RAs and professional staff members on your Themed Community's progress and plans for the upcoming semester _____
- E-4 Work with your BLT and Faculty In Residence members to connect with on- and off-campus partners pertinent to your theme _____
- E-5 Meet monthly with the Coordinator for Academic Success to discuss the development of your theme community, programs, and initiatives _____
- E-6 Develop programmatic initiatives around the theme of your community, connecting the experience of living on-campus to the academic and personal interests of your floor _____

Additional SRA Functions and Responsibilities

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

Office Management

- F-1 Work collaboratively with the RLC to oversee the 24 hour Front Desk(s) in your building _____
- F-2 Assist in the recruitment and selection process for Office Assistants _____
- F-3 Assist the Assistant Director for Staffing, Leadership Development, and Special Projects to complete all necessary SJSU student employment paperwork prior to employment, including Work Study authorization for qualified students _____
- F-4 Assist the Assistant Director for Staffing, Leadership Development, and Special Projects in planning a centralized OA training/orientation in the fall _____
- F-5 Support the Mission, goals and philosophies of University Housing Services _____
- F-6 Conduct self in an honest, conscientious, and courteous manner at all times; showing respect for persons of all backgrounds, races, genders, interests, and abilities _____
- F-7 Work collaboratively with the RLC to develop all schedules needed for the OA Staff, including break and exam schedules _____
- F-8 Provide and promote quality customer service for all residents and guests at the Courtesy Desk _____
- F-9 Provide OAs with information and support to encourage high-quality functioning of the Courtesy Desk _____
- F-10 Attend all OA Staff meetings and/or Resident Advisor (RA) Staff meetings as needed (Wednesdays 7pm-10pm), as well as help plan these events and other staff development activities _____
- F-11 Perform general office work (e.g. responding to student inquiries, answering phones, typing, filing, making posters/flyers, and various other office tasks) _____
- F-12 Maintain general cleanliness and organization of the Courtesy Desk and storage areas _____
- F-13 Work with the HOC to coordinate regular inventory of supplies/games/equipment/keys at the Courtesy Desk _____
- F-14 Work cooperatively with all UHS Staff members, including OAs, HOCs, RAs, RLCs, and all other UHS Staff _____

- F-16 Do not duplicate or loan keys to unauthorized persons. Official job related keys are to be kept in their designated, secure location at all times when not in use, and are not to leave the building or area without authorization. Misuse of master keys or access cards can result in immediate release from the position. _____
- F-17 Be responsible with special staff privileges (i.e. use of office, phones, key, office equipment, supplies, etc.) _____
- F-18 If applicable, maintain knowledge of conference program and serve as back-up for OA questions about conferences and overnight guests _____
- F-19 Complete other projects and administrative duties as assigned _____

Mentoring/Staff Development

- G-1 Serve as a mentor and a role model to the RA staff by supporting and living within the guidelines established by San Jose State University and University Housing Services whether in the hall, on campus, or in an off-campus social setting, and by following the appropriate channels of communication. _____
- G-2 Assist RLCs in training Resident Advisors during fall and spring trainings _____
- G-3 Educate the RAs about the rationales behind University Housing Services policies _____
- G-4 Assist the RLCs in opening and closing the hall(s) and in the day-to-day operations for the hall(s) throughout the year (inclusive of break periods in some areas) _____
- G-5 Work with RLCs in the formulation of staff development and in-service training activities for the RAs. Attend all staff development activities _____
- G-6 Serve as a resource person to the RAs in community development, student conduct, crisis management, academic development, and program planning _____
- G-7 Assist RLCs in the evaluation of the Resident Advisors _____

This position works in a safe and responsible manner while not putting self or others at risk. This includes complying with applicable policies and regulations; using personal safety gear; observing warning signs; learning about potential hazards; and reporting unsafe conditions. All RAs are required to sign the RA expectations. This position is subject to criminal and background check.

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

Name (Print): _____ SJSU ID# _____

Position: Senior Resident Advisor Resident Advisor
 Themed Community Resident Advisor _____ (list community)

Signature: _____ Building: _____