

**SENIOR RESIDENT ADVISOR, RESIDENT ADVISOR &  
THEME COMMUNITY RESIDENT ADVISOR POSITION DESCRIPTION  
2018-2019  
RESIDENTIAL LIFE - UNIVERSITY HOUSING SERVICES**

**Employee Name:** \_\_\_\_\_

Under the direction of the Residential Life Coordinator (RLC), the Resident Advisors (RA) and Themed Community Resident Advisors (TCRA) are responsible for collaborating 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, TCRA's, 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 appointed Student Leader in UHS, each RA will at all times adhere to, administer, and enforce policies and procedures as outlined in the Residential Life RA Manual, the UHS Community Living Handbook and the San Jose State University Code of Conduct.

The RA/TCRA 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 oversight of the RLC Staff, in conjunction with the Associate and Assistant Directors for Residential Life. These positions are classified as "at-will" and people in these positions can choose to leave the position at any time and can be released from the position at any time.

TCRA's live on specialized floors centered on developing skills and attitudes within our residents that enhance academic and creative achievements.

The term "RA" will be thru the remainder of the Position Description to detail expectations for all RA and TCRA positions. Responsibilities or information specific to TCRA's will be detailed separately.

## **Qualifications**

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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 appointment. 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 RAs 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 or pending incidents, severity of charges, and status of findings and sanctions. Release from appointment may be required for students who do not maintain this standing. No candidate or current RA can have an open conduct file during the interview and/or appointment 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 appointment is preferred, but not required.

5. Previous leadership experience is strongly desired.
6. Senior Resident Advisors should 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 Appointment**

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1. All candidates that have been offered and have accepted the position must read through the Terms of Appointment 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 position description as an understanding that they have read through and agree to all terms. \_\_\_\_
2. 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 at all times may result in action up to and including release from appointment. \_\_\_\_
3. Maintain the required 2.5 cumulative GPA throughout the term of appointment. 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 requirement. \_\_\_\_
4. Maintain full-time academic status (12 units per semester-undergraduate and 9 units for graduate) throughout the term of appointment. Exceptions must have prior approval of the Associate/Assistant Directors of Residential Life. No RA should be enrolled in more than 18 units per semester. \_\_\_\_
5. The period of appointment for this position is as follows: \_\_\_\_

**Fall Start Day**  
August 5, 2018\*

**Spring End Day**  
May 28, 2019\*

6. \*Note: Spring end dates subject to change based on Departmental need. End date will be communicated in advance. Fall end/spring start dates will be shared during fall semester. You may be required to perform 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 RAs during semester breaks and is dependent on building assignment. \_\_\_\_
7. RAs 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 department retreat. Weekend sessions may also be scheduled. All parts of training are mandatory. If an RA cannot attend all sessions, that RA 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**  
August 5 – August 20, 2018

**Spring Training Days**  
TBD

8. 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. Returning RAs who have participated in previous training periods and who have successfully completed the RA Class will be expected to assist with training. This assistance will take the form of presenting training sessions to other RAs or assisting with administrative details necessary for the program. The assistance needed will be at the discretion of the Residential Life Professional Staff. Although the Apartments do not close for Winter Break, RAs 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.\_\_\_\_\_

9. 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 17-20, 2018. Fall closing for Suites, CV2, and Classics is December 19, 2017. CVA and CVB will open for spring on January 1, 2019; all other buildings will open on TBD. Spring closing for Suites and Classics is TBD; for CVA and CVB, spring closing is TBD.\_\_\_\_\_
  10. 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. \_\_\_\_\_
  11. 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. \_\_\_\_\_
  12. 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 15 hours per 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 RLC(s).\_\_\_\_\_
  13. RAs will receive a performance evaluation at the end of each semester. Appointment is contingent upon on-going satisfactory performance evaluation by the supervisor. Satisfactory performance evaluation is defined as meeting expectations as defined by the evaluation in all areas of the position description. \_\_\_\_\_
  14. 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.\_\_\_\_\_
  15. Compensation: RA/TCRA/SRAs will receive room (one half of a double occupancy room or a single occupancy room will be dependent on the community where the person is assigned) and board during the live-in period of employment as compensation for their responsibilities. It is important to note that while RAs will typically not have a roommate assigned to the other half of the room in the case of a double occupancy room assignment, University Housing reserves the right to assign a roommate to that open space in the event of need or unforeseen emergency.\_\_\_\_\_
- Meal plans are determined on an annual basis. UHS reserves the right to rescind an RA's compensation or release from the appointment if it is determined that the RA has not fulfilled any responsibility related to their position.\_\_\_\_\_
16. During specific holiday duty (designated university weekday holidays and when the UHS main office is closed) RAs on primary duty -when the Dining Commons is closed- will also receive a food allowance (unused portions and detailed receipts with appropriate expenditures 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.\_\_\_\_\_
  17. New RAs will be required to attend the 3-unit RA class; mid-year appointments 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.\_\_\_\_\_
  18. All RAs must be able to attend RA Team meetings every Wednesday from 7PM-10PM. RAs required to take a class during the meeting time must receive prior approval from their direct supervisor. RAs must provide proof that the class is a requirement for your major or that this class cannot be taken at another time.\_\_\_\_\_

19. All RAs 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**

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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 the 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 collaborating with residents to develop communities that they feel they belong in and 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. Collaborate 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 Interact 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 at all times 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 Collaborate 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). Collaborate 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 Collaborate 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. \_\_\_\_\_

**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 RLT 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 efforts. This responsibility will entail meeting regularly with your RLC to share position-related information, receive feedback, and develop position-related skills. \_\_\_\_\_
- C-7 Actively participate in the selection process for hall RAs and OAs 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 and open 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 residential community. Provide immediate follow-up on reported problems. \_\_\_\_\_
- D-3 Do not duplicate or loan keys or access cards to unauthorized persons. Official staff related keys are to be kept in 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**

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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 you're Themed Community's progress and plans for the upcoming semester. \_\_\_\_\_

- E-4 Collaborate with your Building Leadership Team 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. \_\_\_\_\_

**Mentoring/Staff Development**

- F-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. \_\_\_\_\_
- F-2 Assist RLCs in training Resident Advisors during fall and spring trainings. \_\_\_\_\_
- F-3 Educate the RAs about the rationales behind University Housing Services policies. \_\_\_\_\_
- F-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). \_\_\_\_\_
- F-5 Work with RLCs in the formulation of staff development and in-service training activities for the RAs. Attend all RA development activities. \_\_\_\_\_
- F-6 Serve as a resource person to the RAs in community development, student conduct, crisis management, academic development, and program planning. \_\_\_\_\_
- F-7 Assist RLCs in the evaluation of the Resident Advisors \_\_\_\_\_
- F-8 Support the Hall Government program and RHA and NRHH as directed by Supervisor \_\_\_\_\_

This position operates 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. RAs are “mandated reporters” for the University regarding any Title IX concerns that they become aware of at any point related to SJSU.

My signature on this position 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 I am appointed to the position, 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: \_\_\_\_\_

Approval- Associate Director- Residential Life (or designated Manager)

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

