San José State University Research Foundation

Position: Assistant Director, International House

DEPARTMENT: International House, SJSU (“I House”)

IMMEDIATE SUPERVISOR: Director of International House

POSTING DATE: June 21, 2021

CLOSING DATE: Open Until Filled

SALARY: $65,000 – 80,000 annually

EXEMPLARY STATUS: Full-time, Exempt, Benefited

GENERAL NATURE OF POSITION

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

Reporting to the Director of International House, the Assistant Director actively assists with all management and operations activities and functions for the I-House. Meets with I-House Director and staff to discuss and review operations and activities in order to provide effective management and administration to I-House-related operations. Engages in discussions involving policy development and policy compliance and implementing the same.

Responsibilities include hiring, training, supervising, and mentoring Head Resident Advisor (“RA”), Network Administrator and Student Assistants; mentoring, supporting, guiding, and counseling I-House residents; managing, directing and performing administrative functions and facility maintenance and operations; planning events and activities, collaborating with alumni and campus colleagues, and facilitating fundraising efforts and social media. The Assistant Director creates a welcoming and friendly intercultural, residential community by actively facilitating programming at I-House, and by devising and implementing opportunities and strategies for residents to engage in life outside of I-House and SJSU.

ESSENTIAL DUTIES & RESPONSIBILITIES

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

2. Hire, train, supervise, and mentor Head Resident, Resident Advisor (RA), Network Administrator, and student assistants.
3. Mentor, support, counsel, and guide I-House residents. Closely collaborate with colleagues in Counseling, Peer Health Education, MOSAIC, Pride Center, etc. to ensure focused attention and sensitivity to cultural issues. Act as after-hours emergency contact.

4. Manage, direct, and perform administrative functions, including, but not limited to facilitating year-round application process from correspondence through contract packet signature; handling financial transactions including collection of payments, reimbursements, and deposits; processing invoices; maintaining resident and alumni database; and running reports.

5. Oversee and coordinate with contractors and vendors, and assist custodial staff to maintain and improve the facility and prepare for arrival of new residents.

6. Initiate and facilitate fundraising and social media efforts including creating marketing content for print and digital communication channels (e.g., newspaper and social media outlets). Coordinate bulk mailings.

7. Build alumni and community through in person interactions, virtual and print media communications, as well as at meetings and reunions.

8. Other duties and tasks as assigned.

INTERPERSONAL CONTACTS

- The Assistant Director reports directly to, and receives general supervision from, the Director of I-House.
- Interacts daily with I-House staff, SJSU students, University deans, faculty, and staff at all levels, vendors, and industry personnel.

SUPERVISORY RESPONSIBILITIES

Supervises Residential Advisor staff and Grant Aide staff.

QUALIFICATIONS

Education and Experience

- Bachelor’s degree required or 7 years of relevant experience. Master’s degree in Intercultural Communications or related field strongly preferred.
- Minimum two years’ work experience, preferably in an interculturally diverse educational environment or relevant/similar experience. Direct experience interacting with college students preferred.
- Considerable study and/or work abroad experience is desired, and fluency in at least one foreign language strongly preferred.

Knowledge, Skills, Abilities Required

- Strong interpersonal skills including ability to articulate intercultural awareness and to communicate with cross-cultural sensitivity.
- Strong written and oral communication skills. Detail-oriented and accurate.
- Must be able to develop and maintain positive internal and external relationships. Ability to work independently and in diverse teams.
- Strong project coordination and planning skills.
Ability to support others in crisis, and make decisions and refer crisis situations quickly and appropriately.

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

Proficient with Microsoft office (Word, Excel, PowerPoint) and database management tools. Familiarity with design software preferred.

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

Physical Requirements
- Must be able to operate a PC including a mouse and keyboard.
- Must be able to operate office equipment.
- Must be able to use a telephone and/or headset.
- Must be able to navigate uneven surfaces and carry materials.
- Must be able to stoop, bend, and use stairs frequently and regularly.
- Must be able to drive own vehicle.

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

Environmental Conditions
- Core business hours may vary, with flexibility required to accommodate meeting programming, and emergency needs in a 24/7 residential community.
- Evenings and weekends for special events are required.
- Limited travel opportunities for professional development and alumni reunions.

NOTE: This position description intends to describe the general nature and level of work being performed by people assigned to this job. It is not intended to include all duties and responsibilities. The order in which duties and responsibilities are listed is not significant. Additionally, this position is considered a “sensitive” position by SJSURF and CSU policy. Consequently, the successful candidate must undergo and successfully complete the Live Scan (fingerprinting) background check as a condition of their employment. This background check must be completed before the actual start of employment.

BENEFITS
SJSURF provides excellent benefits package to benefited employees. The comprehensive benefit package includes:

a) Ten company subsidized CalPERS health insurance plans to choose from (employee contributions differ according to plan and level of coverage).
b) Employer paid dental and vision for both employee and eligible dependents.
c) Life, AD&D, LTD with supplemental coverage opportunities.

d) 13 paid federal & state holidays.

e) Retirement Plan: 403 (b) employee contribution plan component and a 403 (b) employer contribution component, which vests immediately.

f) Vacation hours accruals and separate sick hours accumulations.

g) Employee discounts.

h) Paid training and professional development conferences.

SJSURF provides excellent benefits package to benefited employees. Please visit Benefits & Compensation page to get more details.

APPLICATION PROCEDURE
To apply for this position, an applicant must submit a formal application for employment, as well as a resume, and a cover letter. The applicant may do this via e-mail. The formal employment application is located on the SJSURF website on the Forms page. Due to the COVID-19 health crisis, all candidates must submit their application materials to foundation-jobs@sjsu.edu.

Please address your formal application, your resume, and your letter of interest directly to:

San José State University Research Foundation
Attn: HR/Job Code: ASST DIR IHOUSE
E-mail: Foundation-jobs@sjsu.edu

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

REASONABLE ACCOMMODATION
The San José State University Research Foundation (SJSURF) is committed to providing access, equal opportunity and reasonable accommodation for individuals with physical or mental disabilities in the employment, recruitment, examination, hiring, and interviewing processes. If you are a job seeker with a physical or mental disability and require a reasonable accommodation to search, apply, or interview for a job opening or otherwise need a reasonable accommodation during the application and hiring process, please contact us at foundation-jobs@sjsu.edu. In the email message, please indicate your full name, phone number, and the type of assistance required. You must not reveal the underlying medical reason for your needed reasonable accommodation or otherwise disclose confidential medical information.

ABOUT THE SJSU RESEARCH FOUNDATION
SJSURF employment is separate and distinct from San José State University or state of California employment. SJSURF employees are not employees of SJSU or of the state of California.

SJSURF is a non-profit auxiliary of San José State University. SJSURF is totally self-supported. The majority of the organization’s funding comes from the federal government, and other public and private entities. With annual revenues totaling over $65 million, programs managed through SJSURF cover a rich diversity of applied research, public services, and educational related activities.
SJSURF is an equal opportunity employer and does not discriminate on the basis of race, color, creed, gender, religion, marital status, registered domestic partner status, age, national origin, ancestry, physical or mental disability, medical condition, sex, genetic information, sexual orientation, military and veteran status or any other consideration made unlawful by federal, state, or local laws. It also prohibits unlawful discrimination based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.