International House
At the University of California, Berkeley

Resident Support Services Department

GRADUATE RESIDENT ASSISTANT
(GRA)
APPLICATION

SUMMER 2015
AND
ACADEMIC YEAR 2015-2016

THIS APPLICATION MUST BE COMPLETED BY ANY GRADUATE STUDENT WITH A GSI OR A GSR APPOINTMENT DURING ACADEMIC YEAR 2015-2016

Submit your completed application in a sealed envelope at the I-House Front Desk by 4pm, Tuesday, March 31
Incomplete applications will not be accepted
Late applications will not be accepted

The University of California, in accordance with applicable federal and state law and University policy, prohibits discrimination, including harassment, on the basis of race, color, national origin, religion, sex, physical and mental disability, medical condition (cancer-related or genetic characteristics), ancestry, marital status, age, sexual orientation, citizenship or status as a covered veteran (special disabled veteran, Vietnam-era veteran or any other veteran who served on active duty during a war or in a campaign or expedition for which a campaign badge has been authorized). This nondiscrimination policy covers admission, access and treatment in University programs and activities.

This position has been designated as sensitive and may require a Criminal Background Check. We reserve the right to make employment contingent upon successful completion of a Criminal Background Check.
Thank you for your interest in becoming a member of the International House, Resident Support Services (RSS) staff! The RSS Staff includes the Manager, Resident Assistants and the Evening Student Affairs Liaison. We work in concert with the Admissions office which includes the Admissions Director, Assistant Director, Front Desk Operations Manager, Front Desk Assistants, and Security Monitors.

Listed below is the time line for choosing a Resident Assistant (RA) for Summer 2015 and Academic Year 2015-2016, as well as the steps you will need to take if you chose to apply.

**The Selection Process – What You Need To Do**

First, read the job description in its entirety. Being an RA is a great way to get new skills, leadership experience, and to meet lots of people and make new friends – but it is a challenging job not suited for everyone. **Attend our Informational Meetings** to find out all you can about the responsibilities of the position and consider how it will fit in with your personal and academic goals at Cal and I-House.

Secondly, if you think this is the job for you, follow the directions listed on the application.

There are two parts to the selection process:

- The Application Packet (includes the Application, Essays, the Work and Life Experience Form, and the Bear Facts transcript).
- The Individual interview

Each step involves an in-depth review and evaluation by the hiring committee, led by Maribel Guillermo, Resident Support Services Manager. After reviewing and evaluating the submitted applications, a select group of applicants will be invited to a 30-minute individual interview. Final decisions will be made based on the applicant's performance in all parts of the process.

**RA Selection & Employment Timeline**

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>March 12, 16, 2015</td>
<td>Thurs &amp; Mon Information Sessions, Gamble Lounge, 4pm</td>
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<tr>
<td>March 31, 2015</td>
<td>Tuesday Applications due at the Front Desk, 4pm</td>
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<tr>
<td>April 7-10, 13, 2015</td>
<td>Thursday Individual Interviews Dates</td>
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<tr>
<td>April 17, 2015</td>
<td>Friday RA Selection Announcements</td>
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<tr>
<td>May 19-22 &amp; 26-29, 2015</td>
<td>RA Training Summer &amp; Academic Year RAs, 1-6pm</td>
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<tr>
<td>May 18, 2015</td>
<td>Monday Summer RAs begin employment, 8pm</td>
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<tr>
<td>May 19, 2015</td>
<td>Tuesday Summer RAs Move-in 5pm</td>
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<tr>
<td>August 17, 2015</td>
<td>Monday Summer RAs end employment, 8pm</td>
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<tr>
<td>August 17, 2015</td>
<td>Monday Academic Year RAs begin employment, 8pm</td>
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<tr>
<td>August 18, 2015</td>
<td>Tuesday Summer RAs Move-out, 10am</td>
</tr>
<tr>
<td>August 18, 2015</td>
<td>Tuesday Academic Year RAs Move-in, 5pm</td>
</tr>
<tr>
<td>August 19, 2015</td>
<td>Wednesday RAs “refresher” training, 1-6pm</td>
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<tr>
<td>August 20, 2015</td>
<td>Thursday Fall Move-In (all RAs work)</td>
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<tr>
<td>Dec 21, 2015–Jan 11, 2016</td>
<td>Winter Break RAs work during this period</td>
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<tr>
<td>January 12, 2016</td>
<td>Tuesday RAs “refresher” training, 1-6pm</td>
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<tr>
<td>January 13, 2016</td>
<td>Wednesday Spring Semester Move-in (All RAs work)</td>
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<tr>
<td>May 18, 2016</td>
<td>Wednesday Resident Move-Out (RAs work)</td>
</tr>
<tr>
<td>May 20, 2016</td>
<td>Friday Academic Year RAs Last day of employment, 8pm</td>
</tr>
<tr>
<td>May 21, 2016</td>
<td>Saturday Academic Year RAs Move out 10am</td>
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Graduate Resident Assistant (GRA) Job Description
For Summer 2015
and
Academic Year 2015-2016

Under the direction of the Resident Support Services (RSS) Manager, the Graduate Resident Assistant (GRA) is responsible for eight key areas: Customer Service, Safety/Security Advising, Policy Enforcement, Crisis Intervention, Conflict Mediation, Community Development, and Administrative Procedures. As an employee of the I-House, the RAs will adhere to, administer, and enforce policies and procedures as outlined in the Front Desk Procedures, the RSS Staff Training Manual, and the I-House Resident Handbook.

The Resident Assistant's role encompasses administrative, and staff responsibilities, and as such, requires flexibility from the individual in this position. The Resident Assistant serves as a resource to residential students, and promotes the values of the International House. The responsibilities listed will be carried out under the supervision of the RSS Manager or the Chief of Operations.

QUALIFICATIONS

- **Registered** graduate student with a GSI or GSR appointment possessing a minimum 2.300 cumulative GPA and in good standing with the University at the time of application and throughout the period of employment. Please note that GPA does not round up, any GPA below a 2.300 (2.299 or below) will make you ineligible for the position.

- Full-time academic status (minimum 12-13 units per semester) during period of employment. Exceptions must have prior approval of the RSS Manager. If you graduated in Spring 2014, you may apply for the RA position for Summer even if you will not take Summer classes.

- 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.

- Demonstrated ability to be responsive and efficient, in a timely manner, to problems and situations as they arise and provide follow up and possible resolution.

- Good communication and interpersonal skills to foster relationships with residents and co-workers.

- Good organizational skills.

- Ability to follow and enforce I-House and University regulations.

- If you are a graduate student with a GSI, or GSR appointment, and if you are selected to be an RA at the International House, your appointment will be a 24.9% position.

- If you are a U.S.A. Graduate student, working over 19.5 hours weekly with all of your jobs combined, you must submit a Request for Exception Form signed by the head graduate advisor for both Fall 2015 & Spring 2016.
TERMS OF EMPLOYMENT

1) The Graduate Resident Assistant is expected to serve as a role model for all I-House policies and procedures. This includes non-participation in events or activities that present a significant conflict of interest for I-House Staff; Party Bus attendance, for example. Failure to serve as a positive role model may result in personnel action up to and including dismissal.

2) Maintain the required 2.300 minimum GPA throughout the term of employment. You must submit a copy of an official grade report to the RSS Manager. Fall 2013 grade report must be submitted with your application. Your Spring 2014 grade report must be submitted within the first week of classes of the Fall 2014 semester in order to ensure compliance with the academic requirements of the position.

3) Maintain full-time academic status (12-13 units per semester) throughout the term of employment. Exceptions must have prior approval of the RSS Manager. You must be a registered student.

4) If applying for the Summer 2015 RA position, you must be able to work from 8pm, May 18, 2015 through 8pm, August 17, 2015. This includes all university holidays and all move-in/move-out summer periods.

5) If applying for Academic Year 2015-2016, you must be able to work from 8pm, August 17, 2015, through, 8pm, May 20, 2016. This includes all university holidays and working some days during both the Winter and Spring Breaks. You must attend a mandatory training from May 19-22 & 26-29 2015, a mandatory “refresher” training on August 19, and move-in preparations from August 17 through August 20, 2015. Non attendance at these training sessions will end your eligibility for the job. The training sessions are from 1pm-6pm (except a full day for CPR training) Your assistance will be required at other times during this period to assist with Move-In preparations.

After the Winter Break, you must return to I-House on Monday, January 11, 2016 for move-in preparations and to get settled. The Spring, 2016 RA “refresher” training will take place on Tuesday, January 12, 2016, 1-6pm.

6) The Resident Assistant must be available to residents and staff during evening hours and weekends, on a regular basis, and must be willing to commit a significant amount of time to the position. This includes providing coverage during vacation and holiday periods. You must attend a mandatory training from May 19-22 & 26-29 2015, a mandatory “refresher” training on August 19, and move-in preparations from August 17 through August 20, 2015. This period will be shared evenly among the RA staff.

7) All extended absences from I-House (more than 24 hours) must be requested in advance and in writing with the RSS Manager. Unscheduled absences will result in disciplinary action. Graduate RAs are not eligible for vacation or extended absences the first 2-weeks and the last 2-weeks of each semester.
8) Any major time commitments outside the I-House staff position, such as additional appointments on the campus, must be discussed and approved in advance by the RSS Manager.

9) Employment status is reviewed annually and continuation of appointments is based on satisfactory job performance.

10) Graduate Resident Assistants who display psychological behavior that raises concerns about fitness for the GRA position may be required to see an Employee Assistance Program Counselor in order to continue in the position.

11) Graduate Resident Assistants will receive a partial regular single room and a board plan during the live-in period of employment as compensation for the duties described in the GRA job description and GRA agreement. RAs fulfilling their RA job description fully are required to work 49% weekly (average 19 hours per week) to receive full room and board. As GRAs only work 24.9% FTE (average 10 hours per week), they will have to pay I-House for the 24.1% portion of the room and board compensation. GRAs are required to complete an I-House housing application and pay a $1,000 deposit as explained in such application.

12) If a vacant position is filled while school is in session, then a single room will be subject to availability.

BASIC FUNCTIONS AND RESPONSIBILITIES

The specific responsibilities of the Resident Assistant position are divided into the following categories:

(A) COMMUNITY DEVELOPMENT

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. GRAs are expected to be available to assist students, and to build community on their floor and in the house organizing and implementing a number of programs each semester. RAs are required to maintain visibility in the living area and/or I-House and the dining hall, and assist the professional and support staff in the administration of the day-to-day building operations.

2) 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.

3) Act as a mediator in conflict situations when needed (i.e. roommate conflicts, noise disruptions, floor disputes, etc.).

4) GRAs will need to respond to resident inquiries. This is done by making oneself available to talk whenever a resident approaches you, listening to their concerns and providing them information about professional services within I-House and on the UC Berkeley campus.

5) Work cooperatively with students to ensure an environment on the floor and in the I-House, which displays respect for the rights and privacy of others and promotes consideration of individual needs in a group living environment.

6) Respond to student behavior that is inappropriate and/or in violation of I-House and campus policies and procedures, even if you are not on duty. Examples of such behavior
can include endangering the health and safety of residents, and behavior which results in damage to I-House and University property. This responsibility involves confronting the action that is in question, documenting the incident(s) within 24 hours and utilizing I-House and University conduct procedures. RAs are expected to enforce policy and support community standards at all times they are present at International House, not merely during their assigned duty shifts.

7) Relate student concerns relating to residence life (i.e. policies, procedures, dining services, maintenance) to the appropriate units in the I-House. (i.e. RSS Manager, Admissions Director, Dining Hall Manager, Maintenance Manager, etc.).

8) Serve as a constructive and positive role model for personal behavior and academic pursuits and adhere to all I-House and university policies. Demonstrate 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, gender identity, cultural and ethnic diversity issues.

9) Participate in the Town Hall Meetings in the Fall and Spring semesters within the first two-weeks of the semester, to address safety and security issues pertaining to living at I-House.

10) Attend one of the New Residents Retreat at the beginning of the Fall semester and one retreat at the beginning of the Spring semester. The Fall, 2015 Retreats normally take place at the end of August/beginning of September, dates to be determined. Spring, 2016, Retreat dates are yet to be determined.

11) Each GRA will organize a monthly Floor Dinner with his/her residents in the Dining Room.

12) Each GRA will organize one program each semester for their floor and one program for all the residents of the house. Programs to be determined.

13) Each GRA is required to welcome their new residents on their floor.

(B) RA SHIFTS (subject to change due to operational requirements, staffing changes, or construction)

On Call RA Shift: On a rotational and equally distributed basis, RAs will work 12 hour “on-call” duty shifts, 7 days per week, from 8pm-8am, and 12 hour “on call” shifts 8am-8pm on Saturday, Sundays, and holidays. Working an “on call” shift means that the RA on duty has to be physically present in the I-House, carry a walkie-talkie and phone at all times, and must be readily available to assist when called. The “on call” RA shift involves, but is not limited to, responding to resident inquiries, checking residents in and out, renting cots, responding to resident lock outs, carrying out requests made by the RSS Manager, the Admissions Director, Admissions Assistant Director, or the Front Office Operations Manager. In rare instances, the On-Call RA will be required to spend periods at the front desk in the event a Front Desk Assistant is absent.

The RA on duty will be required to work cooperatively with the Evening Student Affairs Liaison who works Wednesdays through Sundays, 7:30pm-4am.

Back-Up Front Desk Assistant (BUFDA): On a rotational basis, RAs will work 4-hour shifts Mondays through Fridays from 4pm to 8pm. The BUFDA will assist the FDA on duty with items as, but not limited to: locks outs, move-ins, do QCs during move-outs, emergencies, and giving breaks to the FDA. In rare instances, the BUFDA will be required to spend periods at the front desk in the event a Front Desk Assistant is absent.
Holiday and Breaks Coverage: In addition, RAs will provide day and night coverage during all official University holidays and vacation periods. These periods are Labor Day, Veterans Day, Thanksgiving Day and the Friday after, Winter Break (December 22–January 11) including Christmas Eve and Christmas Day and New Year’s Eve and Day, Martin Luther King’s Birthday, Presidents Day, Cesar Chavez Holiday and during the Spring Break. These shifts will be divided equally among the RA staff. RAs will be required to provide coverage anytime that the Front Office Operations Manager is out due to vacation, holidays, sick leave or special assignments.

Please note that meal reimbursements will be provided during the Winter Break only when GRAs are on duty during the times that the dining room would have been normally open. More information about this will be provided during training.

During the Winter and Spring Break periods, GRAs are only required to reside in I-House during their assigned holiday and break shifts.

Move-In and Move-Out Coverage & Room Inspections: Each GRA will be required to assist with resident check-ins and check-outs of the I-House on days designated by the Admissions Office. This involves welcoming and assisting residents, assisting residents into their rooms, checking out various resident materials (i.e. room keys, House security cards, luggage carts), entering arrival and departures in the database and inspecting resident rooms after they have moved out or upon request.

Emergency Coverage: In the event that there is a vacancy in the RA staff, RAs may be required to provide additional shift coverage until a replacement is found. Every effort will be made to find a replacement but in the event that a replacement is not found, RAs will be required to provide coverage for the vacant shifts as directed.

Note: Management will determine what an “Emergency” is and will instruct the RAs the course of action required.

(C) STAFF / ADMINISTRATIVE RESPONSIBILITIES

1) GRAs will need to attend mandatory staff meetings every other week and a brief one on one meeting with the RSS Manager weekly.

2) Attend and participate in the Fall Retreats, Town Hall Meetings, Floor Meetings, Training Programs, Staff Meetings, and other community building programs such as Floor meals and as directed by the RSS Manager.

3) Complete administrative paperwork as needed (i.e. incident reports, repair requests, fire and health safety checks, check-in and check-out procedures), in a timely and efficient manner.

4) Write a Shift Report immediately after the end of every shift and distribute it (by email) to the appropriate assigned offices and RSS staff. When necessary, write a Confidential Report and email it to the Executive Director, Business Manager, Admissions Director, and RSS Manager. Prompt distribution of Confidential Reports is critical, and under no circumstance are you to wait for the RSS Manager to check if a report gets distributed or not.

5) Ensure that the RSS Manager is informed and updated on all aspects of your work. This responsibility will entail meeting regularly with the RSS Manager to share job-related information, receive feedback and develop job-related skills.
6) Disseminate campus information and provide regularly updated bulletin boards as directed by the RSS Manager.

7) Actively participate in the selection process if requested by the RSS Manager.

8) Complete Work Orders accurately and in a timely manner.

9) Perform other duties and administrative support as assigned by the RSS Manager.

(D) RELATED DUTIES

1) Report maintenance problems in a timely fashion in order to maintain the physical condition of the I-House. Provide immediate follow-up on reported problems.

2) Adhere to I-House key policies. Master 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.

3) Be responsible and do not abuse special staff privileges (i.e. use of office, phones, keys, copy machine, office equipment, etc.).

4) Maintain strict confidentiality and objectivity in all matters related to students and staff.

(E) TERMINATION OF EMPLOYMENT

If the RA wishes to end his/her employment early, he/she needs to request termination with a written notice at least three weeks in advance. If the RA resigns or is otherwise terminated from the RA position, he/she may have to move to another room within 3 days of resignation or termination, when directed to do so by the Admissions Office. In addition, the former RA will be required to pay for their accommodation, which will be prorated for the remainder of the academic year.

If the GRA is terminated for any reason and no rooms are available at I-House, he/she may have to move out of the House as directed by the Admissions Office.

Once the GRA appointment ends, all Admissions eligibility rules apply.

The departing GRA will be expected to work his/her remaining shifts prior to their end date.