International House
At the University of California, Berkeley

Resident Support Services Department

RESIDENT ASSISTANT (RA)
APPLICATION

SUMMER 2012
AND
ACADEMIC YEAR 2012-2013

Submit your completed application in a sealed envelope at the I-House Front Desk no later than 4pm, Tuesday, March 13th

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.
SELECTION TIMETABLE

For Resident Assistant Applications
for Summer 2012

and

Academic Year 2012-2013

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 Services Coordinator, Information Desk Assistants, and Security Monitors.

Listed below is the timeline for choosing a Resident Assistant (RA) for Summer 2012 and Academic Year 2012-2013, 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 Meeting 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.

Second, 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.

Timeline

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
<th>Notes</th>
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<tbody>
<tr>
<td>Information Meeting</td>
<td>February 27 (5pm)</td>
<td>Monday</td>
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<tr>
<td>Applications Due</td>
<td>March 13</td>
<td>Tuesday</td>
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<tr>
<td>Individual Interviews Dates</td>
<td>March 19-23</td>
<td>Mon-Fri</td>
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<td>Selection Announcements</td>
<td>March 28</td>
<td>Wednesday</td>
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<tr>
<td>RA Training (Summer &amp; Academic Year RAs)</td>
<td>May 14-24 (including weekends)</td>
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<td>Summer RAs begin employment</td>
<td>May 20</td>
<td>Sunday</td>
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<tr>
<td>Summer RAs Move-in</td>
<td>May 22</td>
<td>Tuesday</td>
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<tr>
<td>Summer RAs end employment</td>
<td>August 11</td>
<td>Saturday</td>
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<tr>
<td>Academic Year RAs begin employment, 8pm</td>
<td>August 11</td>
<td>Saturday</td>
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<tr>
<td>Summer RAs Move-out</td>
<td>August 12</td>
<td>Sunday</td>
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<tr>
<td>Academic Year RAs Move-in</td>
<td>August 13</td>
<td>Monday</td>
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<tr>
<td>Fall Move-in (RAs work)</td>
<td>August 16</td>
<td>Thursday</td>
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<tr>
<td>Winter Break (RAs work during this period)</td>
<td>Dec 17, 2012– Jan 13, 2013</td>
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<tr>
<td>RAs “refresher” training</td>
<td>January 14</td>
<td>Monday</td>
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<tr>
<td>Spring Move-in (RAs work)</td>
<td>January 15</td>
<td>Tuesday</td>
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<tr>
<td>Resident Move-Out (RAs work)</td>
<td>May 22, 2013</td>
<td>Wednesday</td>
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<tr>
<td>Academic Year RAs Last day of employment</td>
<td>May 24, 2013</td>
<td>Friday</td>
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<tr>
<td>Academic Year RAs Move out 10am</td>
<td>May 25, 2013</td>
<td>Saturday</td>
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2012-2013 Resident Assistant Job Description

Under the direction of the Resident Support Services (RSS) Manager, the Resident Assistant (RA) is responsible for seven key areas: Customer Service, Safety/Security Advising, 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 Admissions Director.

QUALIFICATIONS

- **Registered** undergraduate or graduate student 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 Summer 2012, 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 working several part-time jobs on campus, the sum of your working hours in a week should not exceed 19.5 hours.

- If you are a current resident of I-House, you must be in good financial and judicial standing with the I-House.
1) The Resident Assistant is expected to serve as a role model for all I-House policies and procedures. 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 2011 grade report must be submitted with your application. Your Spring 2012 grade report must be submitted within the first week of classes of the Fall 2012 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 2012 RA position, you must be able to work from 8pm, May 20, 2012 through 8pm, August 11, 2012. This includes all university holidays and all move-in and move-out summer periods.

5) If applying for Academic Year 2012-2013, you must be able to work from August 11, 2012, through May 24, 2013. This includes all university holidays and both the Winter and Spring Breaks. You must attend a mandatory training from May 14-24 and a “refresher” training and move-in preparations August 14 through August 17. The training sessions are from 1pm-6pm and 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 January 13, 2013 for Spring semester training and preparations. The RA “refresher” training will take place on January 14.

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, which includes, but is not limited to Thanksgiving, Winter Break and Spring Break, when I-House remains open. Duty for these periods 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. 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) Resident Assistants who display psychological behavior that raises concerns about fitness for the RA position may be required to see an Employee Assistance Program Counselor in order to continue in the position.

11) Resident Assistants must have a telephone line.

12) Resident Assistants will receive a regular single room and a board plan during the live-in period of employment as full compensation for the duties described in the RA agreement.
13) 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. RAs 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) RAs 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, such as behavior endangering the health and safety of residents, and behavior resulting 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.

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, and 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 Spring semester.

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

12) Each RAs 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 RA is required to welcome their new residents on their floor.

(B) RA SHIFT WORK

1) **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 or the RSS Assistant Supervisor.

2) **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 18–January 9) 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. A meal stipend will be provided during holiday shifts when the Dining Hall is not open. During this period, there may be some additional Front Desk shifts that are not covered by professional staff or normal RA Front Desk hours as described below. These additional shifts will be paid on an hourly basis at the regular IDA rate. RAs will be given first priority to fill these paid shifts. During the Winter and Spring Break periods, RAs are only required to reside in I-House during their assigned holiday and break shifts.

3) **Front Desk Weekday Shift:** On a rotational and equally distributed basis, RAs will work a 4-hour shift, Sundays through Wednesdays, at the Front Desk from 8pm-12 midnight. These Front Desk shifts cannot be traded with a paid IDA shift.

4) **Front Desk Weekend Shift:** On a rotational and equally distributed basis, RAs will work a 6-hour front desk shift, Thursdays through Saturdays from 8pm-2:30am. The RAs scheduled to work at the Front Desk Thursdays through Saturdays, from 8pm-2:30am will continue to be the Back-Up RA from 2:30am-4am the same day as their scheduled front desk shift. These Front Desk shifts cannot be traded with a paid IDA shift.

5) **Back-Up Shift:** RAs will perform Back-Up shifts on Thursday, Friday, and Saturday evenings after completing their 8pm-2am front desk shift. These shifts will be distributed equally among all RAs. During the Back-Up shifts, you are expected to be available to assist the “on call” RA on duty until 4am. This involves, responding to noise complaints, monitoring parties and managing trespassers and unruly guests and residents. If there is an event scheduled, the Back-Up RA must be readily available to assist the “on call” RA on duty if necessary. The Back-Up RA may leave the Front Desk at the discretion of the on call RA on duty but must remain physically present in I-House, and carry a walkie talkie at all times. In the event that the On Call Duty RA is unable to perform their regular duties, the Back-Up RA will be expected to perform the duties of the On Call RA.
6) **Move-In and Move-Out Coverage & Room Inspections:** Each RA 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.

7) **Emergency Coverage:** In the event that there is a vacancy in the RA staff, the remaining RAs may be required to provide additional shift coverage until an RA replacement is found. Every effort will be made to balance the number of assigned shifts worked overall.

**(C) STAFF / ADMINISTRATIVE RESPONSIBILITIES**

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

2) Attend and participate in the Fall or Spring 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 or the Administrative Assistant Supervisor.

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. The departing RA will be asked to work his/her remaining shifts prior to their departure or must pay for his/her remaining stay in the house as determined by the Accounting office. International House will make every effort to find a replacement in order to accommodate any vacancies. Upon termination approval, the departing RA will be held responsible for the room and board tuition for the remainder of the academic year. If he/she decides to vacate his/her room, he/she will have to follow the cancellation procedures set forth by the Admissions Office.
APPLICATION INSTRUCTIONS

If you satisfy the Selection Criteria, and if, after reading the Resident Assistant Job Description, you are still interested in applying for employment, then please follow these steps:

1. Fill out the Application neatly (2 pages).
2. Type the answers to the following two (2) essay questions and attach to the application.

ESSAY GUIDELINES

1. Answer your essay questions carefully, following all instructions included in the application. These questions are scored, which means that they are important in determining whether or not you will be granted an interview. Make sure you answer the questions directly, and provide specific examples when appropriate. Make sure your answers are proofread, and do not contain grammatical errors. Follow the guidelines below pertaining to the format requirements of the answers. All work must be your own.

   - Each question should be answered on a separate page.
   - In the upper right-hand corner of each page, please type your initials and note the question number you are answering.
   - Answers should be typed in 10, 11- or 12 point font (Arial, Times, or Times New Roman), and 1.5 or double spaced. One page maximum per each question.
   - Use specific examples whenever applicable.

2. Questions: Each answer should be limited to 250 words or less.

2.1) RAs and Night Supervisors often mediate conflict situations, intervene in crises, and interpret housing policies and procedures. Describe the skills and training you have which relate to these responsibilities.

2.2) A Resident Assistant is both a policy enforcer and a peer to student residents. What are some of the challenges associated with this dual role? As an RA, describe how you would establish and maintain balance between these two roles?

3. If you are working several part time jobs on campus, the sum of your working hours in a week may not exceed 19.5 hours.

4. Attach a letter of recommendation and a list of 3 references. The references should not be a family member or a friend.

5. Complete the Work and Life Experience Form and attach to application.

6. Attach a Bear Facts transcript printout to your application as stated in the Job Descriptions.

Please leave your completed application in a sealed envelope at the I-House Front Desk.
Your completed application will include:

- Completed application (2 pages)
- Typed response to question # 2.1— one page max—Initials and question # at top.
- Typed response to questions # 2.2— one page max—Initials and questions # at top.
- Completed Work and Life Experience Form.
- Letter of recommendation and list of references.
- Bear Facts transcript printout.
I wish to be considered for the following position:

- Resident Assistant
  - Summer 2012
- Resident Assistant
  - Academic Year 2012-2013

Your Name (write clearly): ___________________________________

Are you an I-House Resident?
Yes ___ Room # _____ Phone _______________ email: ______________________

Semesters lived at I-House?  1 2 3 4 5 6 7 8 (include the current one)

I am not an I-House Resident

Current full address: ____________________________________________

_____________________________________________________________

UCB student ID Number #: __________________

Class standing as of the current semester:  Jr.  Sr.  Masters  Ph.D
International House Employment Application

Hiring Category: Casual Restricted

Name: 

Date of Birth: 

Are you an I-House Resident?

Yes ____ Room number _______ Phone _______

No ____ Local Address:

Street Address City County State Zip

Local Phone: _____________________

Area code and number

Family Address:

E-mail address: ____________________

Student Status:

UC Student Status: _____Undergrad _____Graduate _____ELP _____ Not Registered

UCB Student ID Number: ______________________

Units this semester: ______

Citizenship Status (please check one):

U.S. Citizen: ____Permanent Resident: ____ F-1 Visa: _____ J-1 Visa: _____ Other: _____

Employment:

Have you ever worked on campus before? ____Yes ____No

Have you ever had a criminal background check performed by UCPD? ____Yes ____No

Please check one:

Current UCB employment _____ Prior UCB employment _____

Campus Department: ______________________ Supervisor: ______________________

Employment Dates: From ______ to ______ % time working: ______

Emergency Contact:

Name: __________________________ Relationship: __________ Phone: __________

I understand that upon hire I must furnish proof of identity and employment eligibility in accordance with federal law and the regulations of the Department of Homeland Security. All of the foregoing information I have supplied in this application is a full and complete statement of the facts, and I understand that if any falsification is discovered, it can constitute grounds for dismissal. Any omission of information may constitute falsification of application.

Applicant Signature: __________________________ Date: __________________________

Rev: 08.26.09
WORK AND LIFE EXPERIENCE FORM

Your Name: __________________________________________________

(I) Work & Life Experience: Please provide information about three of your most meaningful previous and/or current paid jobs, volunteer positions, organizations, clubs, or non-traditional home or community responsibilities you have held. List most recent experience first. Please print or type neatly. These questions are **scored**, which means that they are key to determining whether or not you are granted an interview.

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<th>EXPERIENCE #1</th>
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<tr>
<td>Organization: __________________________</td>
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<td>Begin Date: _______________</td>
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<tr>
<td>Short summary of position held: __________________________________________</td>
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<tr>
<td>List skills and knowledge developed, utilized, or improved during the course of your service in the position:</td>
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<th>EXPERIENCE #2</th>
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<td>Organization: __________________________</td>
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<tr>
<td>Begin Date: _______________</td>
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<tr>
<td>Short summary of position held: __________________________________________</td>
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</table>
List skills and knowledge developed, utilized, or improved during the course of your service in the position:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Your initials: _____

EXPERIENCE #3

Organization: ____________________________ Position Title: ______________________

Begin Date: ___________ End Date: ___________ □ High School □ College □ Other

Short summary of position held: ____________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

List skills and knowledge developed, utilized, or improved during the course of your service in the position:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

(II) Other Involvement & Skills: Please print or type neatly.

OTHER INVOLVEMENT

List other organizations in which you have participated:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
OTHER SKILLS

List skills you possess which may not have been described above, and which may benefit your candidacy.

____________________________________________________________________________________

____________________________________________________________________________________

(III) Community/Group Living experience: Please print or type neatly.

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<tr>
<th>No. Semesters</th>
<th>Residence Hall/House/Coop Name</th>
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<th>RA/House/Leader/Coop Manager</th>
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