**International House**

**At the University of California, Berkeley**



**Resident Support Services Department**

**RESIDENT ASSISTANT (RA) APPLICATION**

**FOR SUMMER 2020**

**AND**

**ACADEMIC YEAR 2020-2021**

**Submit your completed application in a sealed**

**envelope at the I-House Front Desk by**

**4pm, Friday, February 28th**

**Attention: Roxanne Heglar, Director of Admissions & Housing Operations**

**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.

In order to best serve I-House residents' needs and interests and to mitigate potential conflicts of interest, the I-House administration has decided that residents applying for leadership/employment positions at I-House [especially including but not restricted to Resident Assistants (RAs), Program Assistants (PAs), Council members, and Health Workers to name a few] cannot hold more than one such position of leadership/employment during the duration of the terms of their employment/leadership position for which they applied.

**SELECTION TIMETABLE**

## For Resident Assistant Applications

## for Summer 2020 and Academic Year 2020-2021

Thank you for your interest in becoming a member of the International House, Resident Support Services (RSS) staff! The RSS Staff includes the Manager, the Residential Life Coordinator, the Resident Assistants, and the Security Monitors. We work in concert with the Admissions Office which includes the Admissions Director, Assistant Director, Front Desk Operations Coordinator, and Front Desk Assistants.

Listed below is the timeline for choosing a Resident Assistant (RA) for Summer 2020 and Academic Year 2020-2021, 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. **Do not hesitate to reach out** 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 Roxanne Heglar, Director of Admissions and Housing Operations. After reviewing and evaluating the submitted applications, a select group of applicants will be invited to a 45-minute individual interview. Final decisions will be made based on the applicant’s performance in all parts of the process.

**RA Selection & Employment Timeline**

**February 19, 2020 Wednesday Info Meeting, International House, 8:30p**

**February 28, 2020 Friday Applications due at I-House Front Desk, 4pm**

**March 9-13, 2020 Individual Interviews Dates**

**March 20, 2020 Friday RA Selection Announcements**

**May 18-22, 2020 RA Training Summer & Academic Year RAs, 10-6pm**

**May 21, 2020 Thursday Summer RAs begin employment, 8pm**

**May 22, 2020 Friday Summer RAs Move-in 6pm**

**August 15, 2020 Saturday Summer RAs end employment, 8pm**

**August 16, 2020 Sunday Summer RAs move-out, 10am**

**August 15, 2020 Saturday Academic Year RAs begin employment, 8pm**

**August 17, 2020 Monday Academic Year RAs Move-in, 5pm**

**August 18, 2020 Tuesday RAs “refresher” training, 1-6pm**

**August 17 & 20, 2020 Mon & Thurs Fall Move-Ins (all RAs work)**

**Dec 18, 2020–Jan 12, 2021 Winter Break RAs work during this period**

**January 12, 2021 Tuesday RAs “refresher” training, 1-6pm**

**January 13, 2021 Wednesday Spring Semester Move-in (All RAs work)**

**May 19, 2021 Wednesday Resident Move-Out (all RAs work), 9am**

**May 20, 2021 Thursday Academic Year RAs Last day of employment, 8pm**

**May 21, 2021 Friday Academic Year RAs Move out 10am**

**Resident Assistant Job Description**

**For Summer 2019**

**and**

**Academic Year 2019-2020**

Under the direction of the Resident Support Services (RSS) Manager, the Resident Assistant (RA) is responsible for eight key areas: Customer Service, Safety/Security, Peer Advising, Policy Enforcement, Crisis Intervention, Conflict Mediation, Community Development Activities, 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, the Residential Life Coordinator or the I-House Chief of Operations.

# **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 Spring 2019, 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.
* Deep commitment to the I-House mission and, in this spirit, willingness / ability to lead community-building activities focused on building intercultural leadership skills.
* Ability to follow and enforce I-House and University regulations.
* Please note that this RA job is a 49% per week position. In this position, RAs are required to work an average of 19.5 hours per week. Depending on operational needs and RAs trading shifts, there may be some weeks in which you may work a bit more and other weeks less than 19.5 hours. For example, at the beginning of each semester RAs are busier with the RA refresher training, floor meetings, retreats, getting to know their residents, attending the Town Hall Meeting/Coffee Hour, and completing check-in duties.

**If you are a current resident of I-House, you must be in good financial and judicial standing with the I-House.**

## TERMS OF EMPLOYMENT

1. The 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 2019 grade report must be submitted with your application. Your Spring 2020 grade report must be submitted within the first week of classes of the Fall 2020 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 UC Berkeley registered student to apply for this RA position. Visiting Scholars or graduate students with GSI or GSR appointments don’t qualify for the RA position.**
4. If applying for the Summer 2020 RA position, you must be able to work **from 8pm, May 21, 2020 through 8pm, August 16, 2020.** This includes all university holidays and all move-in/move-out summer periods.
5. If applying for Academic Year 2020-2021, you must be able to work **from 8pm, August 115, 2019, through, 8pm, May 20, 2020.** This includes all university holidays and working some days during both the Winter and Spring Breaks. **You must attend a mandatory training from May 18-22, 2020, a mandatory “refresher” training August 18, and move-in preparations from August 17 through August 20, 2020. Nonattendance at these training sessions will end your eligibility for the job. The shadow training sessions hours are TBD. The training sessions will be from 10am-6pm. Your assistance will be required at other times during this period to assist with Move-In preparations.**

**All RAs are required to work a certain number of shifts during the Winter Break but are not required to stay at I-House when they are not working during this period.**

**After the Winter Break, you must return to I-House on Monday, January 11, 2021 for move-in preparations and to get settled. The Spring 2021 RA “refresher” training will take place on Tuesday, January 12, 2021, 1-6pm.**

1. 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.
2. 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.**
3. 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.
4. Employment status is reviewed annually and continuation of appointments is based on satisfactory job performance.
5. 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.
6. 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 job description and agreement. RAs may be moved to another room as needed. RAs are required to complete an I-House housing application and pay a $1,500 deposit as explained in such application.
7. 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:**

##### 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. As part of your regular job duties during the 2020-21 academic year, and because you are in a leadership role at I-House, you will be required to participate in ongoing professional leadership development through the Robertson Center for Intercultural Leadership. This will entail attendance and participation in biweekly 90-minute training sessions, regular posts to online discussion groups, taking the Global Competencies Inventory twice, and participating in two hour-long GCI coaching sessions to assess your growth and development as an intercultural leader. You may also be asked to incorporate some of your learning into your community-building activities for I-House residents.
3. 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.
4. Act as a mediator in conflict situations when needed (i.e. roommate conflicts, noise disruptions, floor disputes, etc.).
5. 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.
6. 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.
7. 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.
8. 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, Residential Life Coordinator, Admissions Director, Dining Hall Manager, Maintenance Manager, etc.).
9. 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.
10. 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. Participate in the Ice Cream Social/Coffee Hour following the Town Hall Meeting to engage and build rapport with new residents.
11. 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, 2020 Retreats normally take place at the beginning August/beginning of September dates to be determined. Spring, 2021, Retreats dates are yet to be determined.
12. Each RA will organize monthly Floor Coffee Hours with their residents.
13. Each RA will organize one program each semester for their floor and one program for all the residents of the house. Programs to be determined.
14. Each RA is required to welcome their new residents on their floor as needed, and to organize their Floor Meeting at the beginning of each semester.

###### 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 Residential Life Coordinator, the Admissions Director, Admissions Assistant Director, the Front Desk Coordinator, and the Front Desk Assistants. 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 Residential Life Coordinator who works Wednesdays through Sundays, typically in the evenings.

**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, emergencies, giving breaks to the FDA, and giving I-House tours when requested. In rare instances, the BUFDA will be required to spend periods at the front desk in the event a Front Desk Assistant is absent.

**Front Desk Weekday Shift:** On a rotational and equally distributed basis, RAs will work a 5-hour shift, Sundays through Wednesdays, at the Front Desk from 7pm-12 midnight. These Front Desk shifts cannot be traded with a paid FDA shift.

**Front Desk, Back-Up RA Weekend Shift:** On a rotational and equally distributed basis, RAs will work a 9-hour front desk, FDA-BURA shift, Thursdays through Saturdays from 7pm-2:00am at the front desk (and until 4am as BURA). The front desk shifts cannot be traded with a paid FDA shift.

**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 12)** 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. If no FDAs are available, RAs may be required to provide coverage, if requested by the RSS Manager, any time that the Front Desk Coordinator is out due to vacation, holidays, sick leave, or special assignments.

**Please note** that because the dining room is closed during the Winter Break, meal per-diem will be provided during the Winter Break only when RAs are on duty. More information about this will be provided during training.

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

**Move-In and Move-Out Coverage:** 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), and entering arrival and departures in the StarRez database.

**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 by the RSS Manager.

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

1. **STAFF / ADMINISTRATIVE RESPONSIBILITIES**
2. RAs will need to attend mandatory staff meetings every other week and a brief one on one weekly meeting with the Residential Life Coordinator. RA meetings are normally one hours, however sometimes, they will last 1.5 hours.
3. Attend and participate in the Fall/Spring Retreats, the Fall/Spring Student Staff Leaders Retreat, the Fall/Spring, RA,FDA, Security Monitor Mixer, Town Hall Meetings during Fall, Spring and Summer Sessions, Floor Meetings, Training Programs, Staff Meetings, and other community building programs such as Floor Coffee Hours and as directed by the RSS Manager.
4. 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.
5. 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, Chief of Operations, Business Manager, Admissions Director, Assistant Director of Admissions, Resident Support Services Manager, and Residential Life Coordinator. 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.
6. Ensure that the RSS Manager and Residential Life Coordinator are informed and updated on all aspects of your work. This responsibility will entail meeting regularly with the Residential Life Coordinator to share job-related information, receive feedback and develop job-related skills. You will be required to meet with the Resident Support Services Manager as needed and to keep her abreast of your community building activities.
7. Disseminate campus information and provide regularly updated bulletin boards as directed by the RSS Manager.
8. Complete Room Safety Inspections as follows: during the academic year there will be one room inspection in the Fall semester and one in Spring semester. One room safety inspection will take place during the Summer.
9. Perform other duties and administrative support as assigned by the RSS Manager or the Residential Life Coordinator.

###### 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.

###### 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 pro-rated for the remainder of the academic year.

If the RA 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.

The housing contract signed by all RAs hires is for the full academic year or the Summer. In the event of a resignation or termination, the former RA is expected to reside in the house in the room type that they are eligible for, as directed by the Admissions Office.

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

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