

International House

At the University of California, Berkeley



RESIDENT ASSISTANT (RA) Job Description

About International House:

Founded in 1930 through a gift from John D. Rockefeller, Jr., International House is a 501 (c) 3 non-profit, self-supporting residential and community-oriented facility located in the southeast foothills of the Berkeley Campus. The historic complex is adjacent to the California Memorial Stadium along Piedmont Avenue. The building has six floors of 470 single and double residential rooms, including a conference center featuring the Chevron Auditorium with a capacity of 350, several other smaller meeting rooms, plus a library, and a dining commons with a capacity of 325. Since its founding, it has housed more than 95,000 residents, including two Governors of California and eight Nobel Prize laureates. Its mission is to foster intercultural respect and understanding among people throughout the world across cultural, economic, and ethnic lines.

Each year I-House provides some 1,100 students and scholars from 75+ nationalities (including the USA) with an opportunity to live and learn together over a typical 12-month cycle. With a renewed emphasis on the acquisition of intercultural leadership skills, I-House strives to augment and expand the impact of the residential life experience by encouraging lifetime personal and professional connections that transform lives and offer skills that enrich and enhance career opportunities. I-House's rich array of programs serves the residents, the campus, and local community.

At **International House** we believe that the world is better when we embrace diversity. We seek, value, and are committed to hiring talented and qualified individuals from diverse backgrounds. We celebrate all of our differences and foster inclusion across, but not limited to race, ethnicity, gender identity and expression, sexual orientation, age, religion, ability, parental status, and experience.

We encourage people from all backgrounds and abilities to apply!

About the Position:

You will be part of the **Resident Support Services (RSS)** team. The RSS team is integral to the overall **Resident Experience**, where the team aims to foster a safe, inclusive and welcoming environment for all I-House residents.

The **Resident Assistant (RA)** is responsible for student support services, safety and security, peer advising, policy implementation, crisis intervention, conflict mediation, community development, and administrative procedures. The RAs will adhere to, implement, and uphold policies and procedures outlined in RA training, operations manuals, and the I-House Resident Handbook. The Resident Assistant serves as a resource to residents, promotes the values and mission of the International House, and encourages personal, social, and academic development of our residents. RAs will need to respond to resident inquiries; serve as a constructive and positive role model for personal behavior and academic pursuits. This is a full academic year position Summer – Spring semester.

Key Responsibilities:

- Demonstrate appreciation of differences and assist residents in developing an understanding of diverse cultures and lifestyles.
- Supports residents to ensure a respectful and considerate environment that recognizes the individual needs in a group living environment.

- Use restorative justice practices to mediate conflict situations when needed (i.e., roommate conflicts, noise disruptions, floor disputes, etc.). Respond to resident behavior that is in I-House and UC campus policies and procedures.
- Create a welcoming environment for all residents by organizing floor meetings, monthly social events, and general onboarding support.
- Maintain strict confidentiality and objectivity in all matters related to students and staff.
- Support residents with checking in and out during the course of the academic year.
- Required to attend the New Residents Retreats at the beginning of the Fall & Spring semester.
- **Front Desk Weekday Shift:** On a rotation and on an equally distributed basis, RAs will work a 4-hour shift, Monday-Sunday.
- Follow front desk protocols established by the Housing Operations department.
- **On Call RA Shift:** On a rotation 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. All “on-call” shifts requires the RA on duty must conduct 1-3 inspections or “rounds” both inside and outside of the building, be physically present at I-House, carry the on-call cell phone at all times, and must be readily available to assist when called.
- Complete appropriate documentation in a timely and efficient manner and distribute accordingly based on situation.
- Disseminate campus information and regularly update bulletin boards on the residential floors.
- Complete Room Safety Inspections and report maintenance problems in a timely fashion. Provide immediate follow-up on reported problems.
- The Resident Assistant must be available to residents and staff during evening hours and weekends, on a regular basis, and must be willing to providing coverage during vacation and holiday periods, including, but not limited to Thanksgiving, Winter Break and Spring Break, when I-House remains open.

Minimum 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. Having a GPA of 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.
- 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, efficient, act in a timely manner, be proactive as issues arise, determine possible resolutions and provide follow up.
- Good communication and interpersonal skills to foster relationships with residents and co-workers.
- Deep commitment to the I-House mission and, in this spirit, willingness/ability to lead community-building activities focused on promoting intercultural leadership skills.
- Ability to follow and enforce I-House and University regulations.
- RA job is a 49% per week position. In this position, RAs are required to work an average of 19.5 hours per week.
- 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 and lead by example at all times.
- **If you are a current I-House resident, you must be in good financial and judicial standing with I-House.**