STUDENT ASSISTANT

Position Description

2019-20

HOUSING AND RESIDENTIAL LIFE OVERVIEW

Department of Housing and Residential Life Mission
The Office of Housing and Residential Life at California State University, Long Beach recognizes that learning takes place both in and out of the classroom. We create inclusive communities that foster student health and wellness, personal and social development, academic excellence and good citizenship. In collaboration with our campus partners, we are responsive to the needs of our residents and clients and endeavor to provide high quality service. We are committed to a clean, well maintained, safe and secure environment for the comfort and protection of students, faculty, staff and guests.

Residence Life Educational Priority
The residential experience will promote engaged community membership through cultural, intellectual, and personal development opportunities.

California State University, Long Beach Mission Statement
California State University, Long Beach is a diverse, student-centered, globally-engaged public university committed to providing highly-valued undergraduate and graduate educational opportunities through superior teaching, research, creative activity and service for the people of California and the world.
STUDENT ASSISTANT OVERVIEW

Under supervision from the Area Coordinator, Student Assistants will perform a variety of service functions including operation of the telephone, answering general information questions about the residence halls, taking messages, receiving and sorting mail, replying to emails, maintaining necessary records, contacting appropriate staff in an emergency, providing tours, processing work-orders and other duties as deemed necessary to be assigned.

Position Responsibilities Overview

- Work up to 20 hours/week in the service center to which you are assigned
- Attend meetings up to 1 hours/month in the college to which you are assigned
- Assist with mail key organization
- Assist with lockouts
- Receive and sort mail
- Contact appropriate staff in an emergency
- Assist with wellness checks with another staff member present
- Assist with resident check in/out
- Complete vacancy room checks
- Assist with temporary room assignments
- Assist with room changes and key updates
- Respond to fire alarms
- Attend Student Assistant training held on August 9, 2019
- Attend Spring Student Assistant training on January 17, 2020
- Work on other departmental/college responsibilities as assigned

SA TERMS

1.1 The undersigned student agrees to accept a temporary appointment as a Student Assistant (SA) at California State University, Long Beach beginning August 8, 2019 and ending on or before May 28, 2020, subject to the terms and conditions contained herein. SAs agree to sign a Housing License Agreement (HLA) and further agree to live in the residence halls. The use of housing facilities is subject to the regulations contained in Title 5 of the California Code of Regulations.
1.2 The SA is expected to participate and actively engage in mandatory training prior to the beginning of both the fall and spring semesters. The specific schedule will be determined prior to each period. A housing accommodation will be provided during training as well as training meals.

Fall Training Dates: August 9, 2019 (Move in 8/8)

Spring Training Dates: January 17, 2020 (Move in 1/16)

1.3 SAs are not authorized to represent or disseminate views or policies of CSULB HRL to anyone without prior approval. This includes engaging in activity or conduct in a manner such that a reasonable person would assume that the SA was authorized to represent CSULB HRL, including, but not limited to, social media participation, blogging, or speaking with/responding to inquiries from media outlets, including campus media. While the SA is free to express their personal opinion, they must take reasonable steps to ensure that the expression is recognized by potential recipients as their personal opinion and not a representation of CSULB HRL. Reasonable steps include, but are not limited to, a prefatory statement or disclaimer that the SA is not authorized to represent CSULB HRL and that any statements made are solely the SA’s personal opinion and not a representation of CSULB HRL.

SA CONDITIONS

2.1 Appointments to the position of SA and assignment to a residential college are made for the standard academic year. In all circumstances, the SA is supervised by an Area Coordinator, and their performance is subject to review for continuance. The SA position is at-will and appointments may be rescinded at any time for failure to maintain grade requirements, to successfully complete on-going training requirements, to adequately perform position responsibilities, to support and be in continuous compliance with CSULB or HRL policy, and/or the law, or as a result of being placed on either academic or disciplinary probation by the University. An Assistant Director, Associate Director or Director of Housing may rescind appointments to the SA position at any time for unsatisfactory performance in the position or conduct concerns prior to the start of the position. HRL will give advance notice for anything not appointment action related as it is our intention to keep staff in their positions provided, they continue to perform well. All appointment action items are addressed through the staff discipline process. SAs who demonstrate exceptional performance may seek appointment for
another year. Notice of resignation or termination must be provided to the appropriate parties in writing.

2.2 The SA must be enrolled at CSULB as a full-time student for the period of appointment. Extended studies enrollment does not fulfill this requirement. SAs must carry no less than 12 units.

2.3 The SA must maintain a 2.0 CSULB semester, cumulative G.P.A. during the duration of their appointment. CSULB Housing & Residential Life reserves the right to check grades of SAs through the duration of the RA appointment. SAs who fall below 2.0 will be released from the SA position.

2.4 SAs must successfully complete any additional first-year or on-going staff training requirements. This may include monthly all-staff trainings or other campus leadership experiences.

2.5 All SAs must follow and enforce the Standards of Student Conduct and Residence Hall Handbook policies and procedures. SAs cannot be on student conduct disciplinary probation or a more severe disciplinary sanction at the university while appointed. HRL reserves the right to check the student conduct records of the SAs through the duration of appointment. Violating University or residence hall policy may result in removal from the position.

2.6 SAs are expected to follow the policies that they enforce. SAs are role models and representatives of CSULB and HRL on-campus, off-campus, and in on-line communities (i.e. Facebook, Instagram, Twitter, Snapchat etc.). Choices made by SAs affect their ability to be respected and to fulfill their SA responsibilities. A violation of any one of these policies can and will result in removal from the SA position and from their current housing assignment.

2.7 Release from the SA position could result if the following expectations regarding alcohol and drugs are violated:

- 2.7.1 All SAs in regard to Alcohol and Drugs:
  - SAs will not consume alcohol while performing SA work responsibilities.
  - SAs will not possess/use/produce false identification.
  - SAs will not purchase or supply alcohol for persons under 21.
  - SAs will not consume alcohol with underage staff members or students on or off campus.
  - SAs will not possess/use/be in the presence of others using illegal drugs.
• 2.7.2 Underage SAs
  o SAs will not possess/consume/distribute alcohol per state law.
• 2.7.3 SAs over 21
  SAs will not accompany any underage staff members or students to a bar or party and consume alcohol.
  o SAs will not purchase or supply alcohol for persons under 21.
  o SAs will exercise responsible drinking if they choose to drink and acknowledge that they are always a role model and mentor.

2.8 SAs are leaders and are expected to facilitate a positive and inclusive environment in their communities and with the staff:
  o SAs will not participate in any dialogue that could be interpreted as threatening, demeaning or disrespectful towards residents, another staff member, campus partners, or Housing & Residential Life.
  o SAs will not participate in any form of gossip concerning residents and/or housing staff with hall residents, other SAs, campus partners, or supervisors and will consider the time, place, and the manner in which they engage in conversations.
  o SAs will maintain a positive working relationship with their supervisor, showing respect for him/her as a supervisor and as a person.
  o SA will keep their supervisor informed of relevant issues in a timely manner, provide feedback appropriately, and accept feedback in professional manner.
  o SAs will communicate directly with fellow staff members and their supervisor in any situation where they feel they are not being heard. This will limit gossip and provide an opportunity for the issue to be resolved with the parties involved.
  o SAs will not participate in any behavior that may be construed as undermining to the group dynamics of the hall staff or the HRL leadership.
  o SAs will engage collaboratively with their fellow staff members, campus partners, and supervisors to resolve interpersonal conflicts.

SA RESPONSIBILITIES

Responsibilities for the SA positions include the following areas: Student Development and Community Building and Administrative / Operational.

Student Development and Community Building
3.1 The SA will demonstrate a positive attitude toward Housing & Residential Life at CSULB and will endeavor to encourage and support the goals and objectives of Housing & Residential Life.

3.2 The SA will serve as a role model and demonstrate good judgment and ethical behavior both on and off campus. This includes expectations outlined in 2.7 and applies to the entire period of appointment, including when the halls are closed.

3.3 The SA will encourage understanding, acceptance, and promote inclusive communities.

**Administrative/Operational**

3.4 SAs must be inclusive to individuals of all ethnic, racial, cultural, and religious backgrounds, encouraging better understanding of cultural diversity and individual differences in the college and in the residence halls.

3.5 The SA is required to use their provided staff (-sa@csulb.edu) email as their primary means of electronic communication for position related emails. The SA is required to check their email during each shift.

3.6 The SA will be good stewards of departmental and university resources and supplies and will use them appropriately. Although SAs have access to various supplies and resources (e.g. printers, etc.), they are only permitted to use items that they have been expressly giving permission to utilize as a function of their appointment. If the SA is unsure if they have or need permission, they should ask their supervisor for clarification.

3.7 The SA will complete additional administrative duties as assigned.

I state that I have read the above “Student Assistant Position Overview 2019-2020.” Further, I state that I understand,
accept, support, and will adhere to all information contained within this document as they relate to my position as a Student Assistant. I understand that this appointment is contingent on successfully meeting the GPA requirements at the end of the spring semester and remaining in good standing with the department and the university.

As stated in section 2.1 of this document, I understand that I may be terminated from my SA appointment for unsatisfactory performance or breach of contract/agreement. Housing & Residential Life does not have to provide me housing in the event of resignation or termination.

In case of termination, I have the right to appeal the termination decision in writing to the Executive Director of Housing & Residential Life or their designee. A written appeal is the only way to appeal and it must be received by the Executive Director of Housing & Residential Life or designee no later than five (5) business days from the date of termination.

If, after accepting this appointment, I elect not to assume my duties or find that I am not able to perform the duties, it is my responsibility to immediately notify my supervisor, in writing, that I am resigning from my Student Assistant position.

I understand this agreement is only valid in conjunction with the signing of a CSULB Housing License Agreement. I understand that this agreement is subject to the availability of funds and may be canceled if funds are not available or if the residence hall(s), or a part thereof, is closed.

____________________________________________________________________
Student Signature                                            Date

____________________________________________________________________
Area Coordinator Signature                                Date