



RA Student Assistant: 2021-2022 Position Description

HOUSING AND RESIDENTIAL LIFE OVERVIEW

Department of Housing and Residential Life Mission

Housing and Residential Life creates safe, welcoming, and inclusive communities that engage students in their personal and social development while promoting academic success and responsible citizenship through high quality services and initiatives.

Residence Life Educational Priority

By living on campus our students will become responsible, mindful, and engaged community members.

California State University Long Beach Mission Statement

California State University Long Beach enriches students' lives through globally informed, high impact educational experiences with superior teaching, research, creative activity, and action for the public good

Student Assistant (SA) 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 & packages, assisting with room and building access issues, 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. To effectively perform the RA Student Assistant position, the SA must agree and adhere to the responsibilities, expectations, terms, and conditions associated with this role. This RA Student Assistant position is contingent upon holding the RA position. Should a student step down or be removed from the RA appointment, this SA position would also end.

DESCRIPTION OF RESPONSIBILITIES

- Work between 2-6 hours/week in the service center or on equivalent administrative tasks to which you are assigned (number of hours may vary based on need and COVID-19 regulations)
- Assist with the opening and closing of the residence halls during the fall semester, spring semester, and other officially scheduled university breaks. Tasks include, but are not limited to, physical room checks, work order submissions, deadbolting and un-deadbolting doors, resident check-ins and check-outs, etc.
- Assist with lockouts, including proper documentation
- Properly track check-out items and follow-up to ensure return (include temporary key issuance)
- Receive and sort mail and packages
- 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
- Assist with key organization
- Respond to fire alarms
- Serve as a resource, referral, and communication agent between residents, campus partners, and University Housing.
- Submit well-written and timely incidents reports as described and instructed by supervisors. All incident reports should be routed through the appropriate Maxient link provided.
- Student assistants must be inclusive to individuals of all protected classes and of all backgrounds (i.e. ethnic, racial, cultural, religious, sexual orientation, gender expression, etc.), encouraging better understanding of cultural diversity and individual differences in the communities.
- Comply with all reporting and communication obligations including Clery, FERPA, Title IX, CANRA mandated reporting, etc.
- Serve as role models, demonstrate good judgment, and practice ethical behavior both on and off campus and online.
- Attend and actively participate in **all** mandatory trainings in their entirety. This includes, but is not limited to, August training, January training, on-line trainings, and other trainings that may be scheduled if the need arises.
- Work on other departmental/building responsibilities as assigned

POSITION REQUIREMENTS

- Must be appointed as a Resident Assistant at CSULB
- Must be enrolled at CSULB as a full-time student for the period of appointment. Extended studies enrollment does not fulfill this requirement. Must carry no less than 12 units, but not more than 18 units per semester of undergraduate work
- Cannot be enrolled in more than 18 classroom hours (including labs) per semester. Due to the 40 hour per week schedule during training, cannot be enrolled in classes during training periods. This includes Summer Session 3 and all Winter Session classes
- Must have completed two semesters of college work before the period of appointment and must have lived in CSULB Housing for at least one semester
- Must be approved to work in the US
- Must maintain at least a 2.7 CSULB, semester, and cumulative GPA during the duration of their appointment. RAs placed in Honors House must maintain a 3.0 GPA
- Ability to work throughout the year, including semester breaks
- Willing and able to work flexible hours, including evenings, weekends, and some holidays
- Strong critical thinking, problem-solving, and creative thinking skills
- Ability to work as part of a team through close collaboration with colleagues and coordinate with others
- Excellent communication skills both written and orally to communicate using grammatically correct English effectively on a one-to-one basis, over the telephone, or in a group setting to obtain information
- Ability to lift, move, and transport equipment or supplies weighing ~25 lbs. to event and programming locations, residential spaces, and offices on campus
- Demonstrate a positive attitude toward Housing & Residential Life, the Division of Student Affairs, and CSULB and endeavor to encourage and support their goals and objectives
- Selected candidates must return to campus prior to the official opening of both the fall and spring terms and must remain after the official closing of both the fall and spring terms as specified in the Terms and Conditions
- Serve as a role model and demonstrate good judgment and ethical behavior both on and off campus
- Ability to maintain flexibility to changing priorities including follow through and meet deadlines
- Ability to use sound judgement
- Must successfully pass a LiveScan Background check if required
- Ability to consistently report to work on time prepared to perform the duties of the position

REMUNERATION

- The hourly rate for the Student Assistants is \$14.00 per hour until January 2022 at which time the hourly rate will increase to \$15.00 per hour.

IMPORTANT DATES AND EVENTS (Tentative)

Important dates and events regarding the SA position held as an RA are encompassed under the RA Position Description.

I, _____, state that I have read and agree to the "RA Student Assistant Position Description 2021-2022" which includes reading and agreeing to the "RA SA Terms & Conditions 2021-2022."

Student Staff Signature _____ Date _____

Associate Director Signature _____ Date _____

Director Signature _____ Date _____