SJSU | UNIVERSITY HOUSING SERVICES

International House Office Aide

EMPLOYMENT COMPENSATION

$18.45 per hour

STATEMENT OF INCLUSION

Residential Life Student Leaders will seek to understand and affirm all identities they serve to develop a culture where individuals challenge assumptions respectfully and engage in open discourse. Through a representative staff and equitable policies, they will continue to serve the evolving needs of the diverse communities.

STATEMENT OF ETHICAL STANDARDS

In the acceptance of this student leadership appointment, student leaders devote themselves to exercising a high standard of ethical conduct in their actions both on campus and in the off-campus community. These standards include, but are not limited to, the UHS Housing License Agreement, SJSU Student Code of Conduct, departmental student leader expectations, and all state and federal laws.

SUMMARY OF POSITION

International House Office Aides (IHOA) directly report to members of the Residential Life team. The IHOAs are responsible for assisting with the administrative responsibilities of the residential community in the various functional areas. IHOAs provide welcoming customer service to the campus community and help maintain a safe, secure living and learning environment in the International House. Under the leadership of the International House Residential Life Coordinator, the IHOAs are hired to work only in the International House specifically to manage the office operations. IHOAs will monitor residents and guests entering the International House, conduct lockout support, manage the checkout and return of lockout and community resource items, scan in and track packages and mail, conduct a round of the building once per shift, and provide excellent customer service to all and other duties as assigned.

QUALIFICATIONS

You must meet and maintain the following qualifications, or you will not be eligible for an interview or position appointment:

- **GPA:** Semester GPA of 2.5 and cumulative GPA of 2.5.
  - Falling below a 2.5 GPA may result in loss of active appointment and/or loss of eligibility for subsequent appointment the following semester.
- **Undergraduate status:** Minimum 12 credits (no more than 18 per semester during appointment).*
  - As the appointment is for the full academic year, appointees graduating before May 2028 (Spring Graduation) are not eligible.
- **Graduate status:** Minimum 6 credits (no more than 9 per semester during appointment).*
  - As the appointment is for the full academic year, appointees graduating before May 2028 (Spring Graduation) are not eligible.
- **Good conduct standing:** Not on housing probation or disciplinary probation at the time of application or appointment.
- Returning applicants must not be on performance-based probation at the time of offer to remain eligible for reappointment. Reappointment offers may be rescinded if performance concerns arise.

**Majors such as nursing or animation may qualify for lower unit requirement exceptions based on departmental requirements. Staff must carry the minimum requirements at all times and must notify their supervisor immediately if they drop below the minimum credits. Regardless of undergraduate or graduate status, an individual must maintain 6 credits per semester to be eligible for appointment.*

TERMS OF EMPLOYMENT

Appointment: August 1, 2027 - May 26, 2028

- **Training (required):** Participation in Student Staff Training is a mandatory, non-negotiable component of this position — there is **NO** exemption. Any activity, process, or position that conflicts with mandatory Fall/Spring Training is not permitted (e.g., Associated Students, Orientation Leader, Study Abroad, potential internships, other jobs). **Candidates unable to attend training will be removed from the IHOA role.**
  - Complete all aspects of required training.
  - On-site for Fall Training and Fall Move-In/Opening from August 5, 2027 - August 17, 2027
    - During this time, appointees may not participate in outside commitments, including organization meetings, internships, on-campus/off-campus jobs, non-academic coursework, and personal events.
  - On-site for Spring Training approximately two weeks before classes start.
    - During this time, appointees may not participate in outside commitments, including organization meetings, internships, on-campus/off-campus jobs, non-academic coursework, and personal events.
- **Background Check Clearance:** Student leaders appointed to positions within University Housing must successfully complete and clear an Accurate background check. This requirement is based on the nature of the position and the access student leaders have to residential facilities, student information, and other sensitive or confidential information.
- **I-9 / EVC:** Appointees must successfully complete the University's required I-9 and EVC employment eligibility verification processes and provide all required documentation within the established timeframe. Appointment and continued employment are contingent upon successful completion and verification of employment eligibility.

Availability

- The International House Office is open every day **7:30 AM - 10:30 PM**. IHOAs will be required to work:
  - A minimum of 9 hours per week, not to exceed 20 hours per week (eligible for up to 40 hours during breaks).
  - Must be available for at least one shift over the weekends (Saturday/Sunday)
  - On-site support during peak operational periods, including opening, closing, and finals week during the Fall and Spring semesters.
- IHOAs may be asked to support major campus or UHS event weekends (e.g., Homecoming, Admitted Spartan Day — typically a Saturday in mid-April). Specific dates are shared during training and are subject to change.
- This role includes functioning during anticipated or unanticipated crises or other emergencies. In certain situations, UHS will provide personal protective equipment (PPE) for staff to complete required tasks.

Additional Employment

Appointees may hold only one (1) student leader position within University Housing Services. If offered more than one student leadership role, the appointee must choose which position they wish to accept.

RESPONSIBILITIES*

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Residential Building Community Support

- Submit room cleaning requests and maintain ongoing communication with residents about community needs.
- Create marketing materials for flyers, social media, and general community communications.
- Coordinate with Resident Life Coordinators (RLC) to ensure the community's needs are met and all issues are addressed.

Community Desk Program

- Maintain a clean and organized desk and storage area at all times.
- Assist with the check-in and check-out of equipment and resources for residents.
- Answer general resident inquiries and provide lockout assistance as needed.
- Conduct rounds of the building to monitor safety and security, interacting with students and staff to address any concerns or needs.
- Monitor persons entering and exiting the building, ensuring all guests are properly checked in and verified.
- Maintain secure handling and storage of official job-related keys.
- Scan and log incoming packages for residents and ensure timely distribution.

Customer Service & Community Safety

- Provide excellent customer service to residents and guests, ensuring courteous and helpful interactions at all times.
- Monitor community safety by conducting regular rounds while working your shift and actively checking security protocols for building access.
- Ensure that building stickers are visible and accurate for student residents and guest access.
- Perform guest check-in and out procedures to maintain security and integrity of the building.
- Complete all required safety and security training sessions and engage in community development activities.

Additional Responsibilities

- Attend all required training sessions and staff development activities to ensure the highest standards of service.
- Clock in and out accurately for all scheduled shifts and submit time logs as per payroll deadlines.
- Complete your shift report and submit time logs as soon as each shift is over
- Complete any other administrative or project-related duties as assigned.
- Work cooperatively with all community desk team members and university housing staff.

**Other duties as assigned.*

TRAINING IS A REQUIRED COMPONENT OF THIS POSITION

Training is an essential and required part of the International House Office Aide (IHOA) position. All IHOA staff members must fully participate in all of the required Student Staff Training, as this preparation ensures you have the knowledge, skills, and resources needed to successfully support your residential community.

Fall Training and Move-In responsibilities will take place August 5, 2027 - August 17, 2027, and Spring Training will occur approximately two weeks before the start of Spring classes. Attendance and active participation in all required training sessions are mandatory.

Since training prepares you for the responsibilities of the IHOA role, candidates must be available for the entire training period. Outside commitments, including other employment, internships, coursework, student organizations, or personal events, may not conflict with required training dates.

Please review the training schedule carefully before applying. If you have summer commitments that prevent you from attending the full training period, you should not apply for this position.