SJSU | UNIVERSITY HOUSING SERVICES

Residential Life Student Admin Assistant

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

Student Administrative Assistants (SAAs) report directly to professional staff members within Residential Life and support the operational and administrative functions that contribute to the effective management of the residential community. SAAs are responsible for assisting with a range of administrative duties across five functional areas described in detail below. This position plays an important role in ensuring the efficiency, organization, and smooth day-to-day functioning of the Residential Life office and its services to students.

As part of the position, SAAs must be available to support required University Housing Services operations, including Fall Move-In, Move-Out, Admitted Spartan Day, and other department-wide operational needs throughout the academic year.

QUALIFICATIONS

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

- As the appointment is for the full academic year, appointees graduating Fall 2027 are not eligible.
- **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.
- Be considered matriculated (enrolled in a degree-seeking program at SJSU).
- **Undergraduate status:** Minimum 12 units (no more than 18 per semester during appointment).*
- **Graduate status:** Minimum 6 units (no more than 9 per semester during appointment).*
- **Good conduct standing:** Must not be on housing probation, SJSU probation, or disciplinary probation at the time of application or appointment, and must maintain good conduct standing throughout the appointment period.
- 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., Conference Assistant, Associated Students, Orientation Leader, Study Abroad, potential internships, other jobs). **Candidates unable to attend training will be removed from the SAA 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, on-campus/off-campus jobs, internships, 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, on-campus/off-campus jobs, internships, non-academic coursework, and personal events.
- **Shift Availability:**
  - This position requires a commitment of 15–20 hours per week, with the opportunity to work up to 40 hours per week during university breaks based on operational needs and approval.
  - Work hours must be scheduled between 9:00 AM and 5:00 PM, Monday through Friday.
    - SAAs may be asked to support major campus or UHS event weekends (e.g., move-in, move-out, Homecoming, Admitted Spartan Day — typically a Saturday in mid-April). Specific dates are shared during training and are subject to change.
  - Candidates must be available to work at least four weekdays per week during regular business hours.
- **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.

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.

General Responsibilities & Functional Areas of Support*

Residential Building Community

- Maintain general cleanliness and organization of the desk and storage areas
- Conduct monthly audits of residential building keys and assist with ordering replacement keys as needed

- Complete community walkthroughs as needed to assess facilities and community conditions
- Assist with the community administrative process (check-in/check-out, submit room cleaning requests, work orders, etc.)
- Create marketing and promotional materials for flyers and social media platforms
- Monitor and manage community email communications, responding to inquiries or forwarding messages to a supervisor when necessary
- Coordinate scheduling needs for the Resident Advisor student leader team
- Assist with move-in and move-out processes and related logistical tasks
- Collaborate with Residential Life Coordinators (RLCs) to address community needs

General Residential Life Program

- Maintain general cleanliness and organization of the desk and storage areas
- Assist with the planning, coordination, and execution of special events, including Move-In, Move-Out, and Admitted Spartan Day
- Provide administrative support for the department, including but not limited to compiling monthly census data, processing RA holiday stipends, and creating marketing and informational materials

Student Conduct and Ethical Standards

- Maintain general cleanliness and organization of the desk and storage areas
- Assist with data collection and analysis efforts
- Assist in drafting and distributing communications and correspondence to residents
- Create flyers and signage related to community policies and procedures
- Coordinate and schedule student meetings

Academic Initiatives Program

- Maintain general cleanliness and organization of the desk and storage areas
- Support in the management and functions of all AI Events, Spartan Study Hub, and student staff.
- Support the marketing efforts of the area (i.e. social media, flyers, etc.).
- Assist with the tracking and recording of programmatic initiatives and data
- Provide operational support for the Spartan Study Hub, including stepping in to cover student staff duties as needed
- Assist with move-in and move-out processes and related logistical tasks

Community Desk Program

- Assist with shift swaps, scheduling coordination, and staff-related requests
- Review shift reports and desk email communications; escalate concerns or share updates with supervisors as appropriate
- Contact residents regarding the return of lockout keys and assist with guest badges or resource returns
- Update and maintain the internal department website content
- Restock, track, and replace resource materials as needed
- Conduct check-ins at front desks to provide support and ensure smooth daily operations
- Create flyers and assist in updating resources

**Other duties as assigned.*

TRAINING IS A REQUIRED COMPONENT OF THIS POSITION

Training is an essential and required part of the Student Admin Assistant (SAA) position. All SAA staff members must fully participate in 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 SAA role, candidates must be available for the entire training period. Outside commitments, including other employment, 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.