



San Francisco State University

Residential Services Assistant

**Mary Park Hall, Mary Ward Hall, Towers at Centennial Square
The Science and Technology Theme Community, Village at Centennial Square**

PREREQUISITE: Must be a SFSU Student and are required to maintain a 2.35 minimum GPA during term of employment

POSITIONS: Residential Services Assistant

Completed applications should be returned to the community desk at the Towers at Centennial Square. Please contact Diana Haungatau at vailena@sfsu.edu if you have any questions.



San Francisco
State University
University Housing

Mary Ward Hall
800 Font Boulevard
San Francisco, California 94132-4045
Tel: 415/338.1067
Fax: 415/338.6219
Email: housing@sfsu.edu

Dear Residential Services Assistant Applicant:

University Housing is now hiring staff for the 2006-2007 academic year. We believe that encouraging and selecting well-skilled individuals to be part of our staff will serve the best interest of the residents and the Residential Life program itself. In these positions, you will have the ability to develop your building, your community, your staff, and YOURSELF!

We are looking for individuals that are serious about the positions and can define and articulate their motivation, expectations, and desire for learning. Also, it is important for you to demonstrate competence in all areas of the job and have the willingness and ability to perform at a high level. These positions may not be right for everyone, so seriously consider your qualifications and interests.

The Residential Services Assistant Selection Process for the academic year will be determined by the position for which you are applying. Selection of applicants for positions operates from a two tier-process:

- **Tier One: Application Process**, we will be evaluating you on your completed application, your prior experience, your references, etc. The quality of your application and experiences will determine if you are invited to participate in the second tier of our process.
- **Tier Two: Interview Process**, Individual interviews last approximately 30 minutes and are facilitated by an appropriate supervising staff member.

Attached, you will find a copy of the Student Assistant "One App" application for the up-coming academic year. In addition, you will also find a Check-off Sheet to assist you in the completion of the process and will need to be attached to the top of your application.

Please feel free to contact the respective Housing Personnel for the position you are applying for should you have any questions or scheduling conflicts. We look forward to meeting you during the process. Good luck!

Respectfully,

University Housing Staff

PLEASE RETURN COMPLETED APPLICATIONS TO:

**Resident Services Desk
ATTN: Coordinator—Resident Services and Lead RSA
796 FONT BOULEVARD,
Towers at Centennial Square
SAN FRANCISCO, CA 94132-4036
Fax#: (415) 338-6219**

Residential Services Assistant Check-Off Form

Please attach this form to the top of your application.

Name: _____ Date: _____

- _____ Attach a copy of your resume.
- _____ Complete Student Assistant Employment Application.
- _____ Complete Personal Information Sheet.
- _____ Attach a copy of your unofficial SFSU transcripts. [found on mySFSU on the SFSU webpage]
- _____ Turn in application and all required information to the Towers Front Desk.

Fax#: (415) 338-6219
THANK YOU FOR YOUR ASSISTANCE!

Residential Services Assistant Employment Application

(Please print or type)

PERSONAL DATA

Last Name: _____ First Name: _____

SFSU ID #: _____ Email Address: _____

Academic Address:

Building: _____ Room/Apt#: _____

Street/Apt#: _____ City: _____ State: _____ Zip: _____

Permanent Address:

Street/Apt#: _____ City: _____ State: _____ Zip: _____

Primary phone Number: _____

Alternate phone Number: _____

EMERGENCY CONTACT INFORMATION

(Person you would like for us to contact in event of an emergency)

Last: _____ First _____ Mi: _____

Address:

Street/Apt#: _____ City: _____ State: _____ Zip: _____

Home phone Number: _____

Alternate phone Number: _____

Applicant's Student Information

(Please print or type)

SFSU ENROLLMENT INFORMATION

Are you enrolled at least half-time at SFSU?
(If not, you are not eligible to apply.)

Yes No

Freshman Sophomore Junior Senior Grad

Current Semester Units: _____

Major: _____ Career Goal: _____

Current Semester GPA: _____ Overall GPA: _____

Have you worked for SFSU within the last year?

Yes No

Have you ever been convicted of a felony?

Yes No

Are you currently employed?

Yes No

If yes, and you are planning to continue with your current employer while working for Housing & Residential Services, please complete the following:

Employer Name: _____ Department: _____

Address:

Street/Apt#: _____ City: _____ State: _____ Zip: _____

Hours per week you will continue to work: _____

Applicant's Qualifications and Extracurricular Activities

(Please print or type)

QUALIFICATIONS AND EXPERIENCE

Can you type? Yes No Typing Speed:_____Ten key calculator? Yes No

Please list your computer experience:

None PC Macintosh Word Processing Data Entry Other_____

Describe any software you have used:_____

What languages, other than English, do you speak? _____

Please list any additional skills you have which you feel might qualify you for this position:

EXTRACURRICULAR ACTIVITIES: (Use additional sheets if necessary)

The position you are applying for is for the academic year. Is there any reason you may not be able to fulfill this obligation (e.g. graduation, study abroad, etc.)?

List involvement (volunteer or paid), including dates, with campus and/or community organizations, and list offices held and respective responsibilities.

List any extracurricular activities in which you plan to participate next year, including offices, athletics, internship, student teaching, part-time job, military service, and the projected weekly time commitment.

Applicant's Work Experience

(Please print or type)

PREVIOUS WORK EXPERIENCE (Please list most recent first)

1. Position: _____ Employer: _____
Address: _____
Telephone: _____ Dates Worked: _____ Salary: _____
Supervisor: _____ Reason for Leaving: _____

Duties/Responsibilities: _____

2. Position: _____ Employer: _____
Address: _____
Telephone: _____ Dates Worked: _____ Salary: _____
Supervisor: _____ Reason for Leaving: _____

Duties/Responsibilities: _____

3. Position: _____ Employer: _____
Address: _____
Telephone: _____ Dates Worked: _____ Salary: _____
Supervisor: _____ Reason for Leaving: _____

Duties/Responsibilities: _____

PROFESSIONAL JOB REFERENCES

Name: _____ Relation: _____
Address: _____ Telephone: _____

Name: _____ Relation: _____
Address: _____ Telephone: _____

Applicant's Availability

WORK AVAILABILITY

Total hours per week you are available to work for Housing & Residential Services: _____
 (Please black out all shifts which you are unavailable to work). Please note that all staff are required to work a certain amount of weekend shifts, and may be asked to work a night shift (12am-8am) if needed.

Shift	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
12am-4am							
4am-8am							
8am-1pm							
1pm-6pm							
6pm-9pm							
9pm-12am							

Y N I am applying to be a daytime RSA employee at the pay rate of \$8.50 per hour
 (Note: Daytime RSA staff work mostly daytime hours, but may be scheduled to
 work overnights at least once a week. This position pays \$8.50 per hour,
 regardless of the time of day/night.)

Y N I am applying to be a nighttime RSA employee at the pay rate of \$9.50 per hour.
 (Note: Nighttime RSA staff are *restricted to working night shifts exclusively* to
 maintain a pay rate of \$9.50 per hour. Nighttime hours are defined as 12am-8am.)

Training

Y N I will be available to participate in RSA staff training August 12th and 13th
Note only applicants who can participate in all dates will be considered for employment

Applicant's Agreement

The information provided on this application is accurate to the best of my knowledge. I also authorize the release of my transcripts, academic schedule and grades by the appropriate University Office to verify any of the above SFSU information. If employed, I will promptly inform the employer of any changes in this information. I am aware that SFSU Residential Services Assistant employment is part-time (academic year) and temporary; the employer or employee may terminate employment at any time. I agree to complete the pre-employment processing which also includes signing the Oath of Allegiance to California and fingerprinting by UPD.

Signature _____ Date _____

Please provide the following information. This data is being collected for statistical purposes in order to comply with the U.S. Department of Education Office for Civil Rights guidelines. Your completion of this section is **voluntary**. **Your responses are optional and will remain confidential and will not affect your employment opportunities at the University.**

Ethnic Origin:

African American/Black

Native American

Asian

Filipino

Latino

White

Other/Decline to State

Gender:

Female

Male

Other/Decline to State

Residential Services Assistant Position Qualifications

Residential Services Assistant Position Description:

With supervision by the Housing Business Office Coordinator, and as an official representative of the University, the Resident Services desk staff is responsible for daily operations of the Residence Halls front desk by providing quality customer service for the residential community. General duties consist of the following:

Maintain documentation and records, including incident reports, service requests, room assignments, room inventories, fire and health safety checks, check-in and out procedures, weekly community development activities logs, program implementation forms and evaluations and collect and conduct daily inventory of room keys.

Assist processing mail as necessary; answer multi-line telephone, distribute messages; receive complaints, report unusual events; answer questions, provide information; and process service requests.

Check out lock-out keys and entertainment/sports equipment to residents.

Provide first-line security for residential community buildings by monitoring building entrances and proximity alarms. Provide immediate on-duty response for all emergencies as outlined in the SFSU University Housing Emergency Preparedness Plan.

Assist with opening and closing of the Residence Halls at the beginning and at the end of each semester. Participate in pre-opening and in-service training sessions. Provide information to residents regarding the campus, city transportation systems, and services offered in the surrounding community. Perform other related duties as assigned not comprising of 10% of the total job scope.

Qualifications for Residential Services Assistants:

All applicants must be a continuing SFSU student during term of employment. Selection preference will be given to students who have lived in the SFSU residential community for at least one semester. One year's experience working in a related position in a non-campus residence community may be substituted. A cumulative GPA of at least 2.35 must have been achieved at the time of application and must be maintained on a semester basis during employment. Applicants must carry and complete a minimum of twelve (12) units per semester. Applicants cannot be on Residence Community Probation or University Probation at the time of application. Each position is for one academic year. Each candidate will be expected to sign a copy of the position description at the time of accepting the position offered.

Experience working with spreadsheets, word-processing, and database software is highly desired. Must possess good communication skills, be flexible with a variety of assignments, and must be able to exercise independent judgment, work independently on a regular basis, and prioritize assignments with minimal supervision. Professional appearance and comportment are required. Must be able to promote departmental and University policies, represent the University, University Housing, and the Residential Life program to the community in a positive and supportive manner; show diplomacy while working with individuals from many backgrounds and of all ages. Depending on performance evaluation, this position is for the entire academic year, extended through finals week and may include semester/spring break periods.