



# San Francisco State University

## Resident 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:** Resident Services Assistant

Completed applications should be returned to the University Housing Office at 800 Font Blvd (Mary Ward Hall). Please contact:  
Johana Duarte at [jduart@sfsu.edu](mailto:jduart@sfsu.edu) or Diana Haungatau at [vailena@sfsu.edu](mailto:vailena@sfsu.edu)  
if you have any questions.



San Francisco  
State University  
Office of Residential Life

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:

Residence Life is now hiring staff for the 2011 - 2012 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 Residence 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.

The Resident 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 appropriate supervising staff members.

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 Residential Life 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,

Residential Life Staff

**PLEASE RETURN COMPLETED APPLICATIONS TO:**

**University Housing Office  
ATTN: Coordinators—Resident Services  
800 Font Blvd,  
San Francisco, California 94132  
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 transcripts from SFSU [found on mySFSU on the SFSU webpage] or any other college-level institution.

\_\_\_\_\_ 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:

If you are currently living on campus:

Building: \_\_\_\_\_ Room/Apt#: \_\_\_\_\_

Street/Apt#: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_

Postal Code: \_\_\_\_\_

Permanent Address:

Street/Apt#: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_

Postal Code: \_\_\_\_\_

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: \_\_\_\_\_

Street/Apt#: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_

Postal Code: \_\_\_\_\_

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? Yes No  
(If not, you are not eligible to apply.)

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 Residential Life, 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 \$9.25 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 \$9.25 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 \$9.25 per hour. (Note: Nighttime RSA staff are *restricted to working night shifts exclusively* to maintain a pay rate of \$9.25 per hour. Nighttime hours are defined as 12am-8am.)

**Training**

Y N I will be available to participate in RSA staff training from August 1<sup>st</sup> – August 16<sup>th</sup>

Y N I will be available to participate in Welcome Days from August 17<sup>th</sup> – August 24<sup>th</sup>

**\*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 Resident 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:

- |   |  |                                |
|---|--|--------------------------------|
| <input type="checkbox"/> African American/Black | <input type="checkbox"/> Native American | <input type="checkbox"/> Asian |
| <input type="checkbox"/> Filipino               | <input type="checkbox"/> Latino          | <input type="checkbox"/> White |
| <input type="checkbox"/> Other/Decline to State |  |                                |

Gender:     Female                       Male                       Other/Decline to State

## Residential Services Assistant Position Qualifications

### Resident Services Assistant Position Description:

With supervision by the Resident Services 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 Resident 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.