San Francisco State University

Resident Services Assistant

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

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

PERIOD OF EMPLOYMENT:
Academic Year: 2013-2014

POSITIONS:
Resident Services Assistant

If you have any questions, please email Johana Duarte: jduart@sfsu.edu
Dear Resident Services Assistant Applicant:

We believe 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. In this position, 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 position and can define and articulate their motivation, expectations, and desire for learning. It is important for applicants to demonstrate competence in all areas of the job and have the willingness and ability to perform consistently at a high level. Although extensive training will be provided, this position may not be right for everyone, so please seriously consider your qualifications and interests.

The Resident Services Assistant Selection Process for the academic year will operate 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 the applicant is invited to participate in the second tier of our process.

- **Tier Two: Interview Process**: Individual interviews will last approximately 30 minutes and are facilitated by supervising staff members.

Attached, is a copy of the Student Assistant application and a Check-off Sheet to assist in the completion of the application which will need to be attached to the top of the application.

Please feel free to contact the Resident Services Coordinator, Johana Duarte, with any questions or scheduling conflicts. Good luck.

Respectfully,

Residential Life

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**PLEASE RETURN COMPLETED APPLICATIONS TO:**

HOUSING BUSINESS OFFICE  
ATTN: JOHANA DUARTE  
800 FONT BLVD  
SAN FRANCISCO, CA 94132  

OR VIA US MAIL AT THE SAME ADDRESS
Resident Services Assistant Position Description

With supervision by the Resident Services Coordinator and Lead Resident Services Assistant, as an official representative of the University, Resident Services desk staff is responsible for daily operations of the Residence Hall front desk.

General duties include but are not limited to the following:

Act as representative of Residential Life and build professional relationships with all members of professional staff, student staff and community residents through consistent, excellent customer service.

Process mail as needed, answer multi-line telephone, address resident concerns, report unusual events, answer questions and provide information, submit service requests, check out lock-out keys and entertainment equipment to residents.

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

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 customer service position 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 excellent 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 behavior 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 summer/spring break periods.

Other mandatory dates include building opening/closing, trainings, monthly staff meetings, Welcome Days, and other dates as requested). Dates TBA.
Please attach this form to the top of your application.

Name: _______________________

___ Attached copy of resume.

___ Completed Resident Services Assistant Employment Application.

___ Completed Personal Information Sheet.

___ Attached copy of unofficial SFSU transcripts (found on mySFSU). If you are a transfer student, please attach transcripts from all previous institutions.

___ Submit application and all required information.
PERSONAL DATA

Last Name: ___________________________  First Name: ___________________________

SFSU ID #: ___________________________  Email Address: ___________________________

Academic Address:
(If living on campus or temporary housing)

Building: ___________________________ Room/Apt#: ______

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

Permanent Address:

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

Primary phone number: ____________  

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

Last: ____________________________  First: ____________________________

Address:

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

Primary phone number: ____________  
Alternate phone number: ____________
Applicant’s Student Information

SFSU ENROLLMENT INFORMATION

Are you enrolled at least full-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 misdemeanor or a felony? □ Yes □ No

If you answered yes please explain: ___________________________________________

_________________________________________________________________________

_________________________________________________________________________

Are you currently employed? □ Yes □ No

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

Employer Name: ______________________ Department: ______________________

Address:

Street/Apt#: ______________________ City: ______________ State: _____ Zip: _____________

Hours per week you will continue to work: ______

WORK-STUDY STUDENT APPLICANT

Have you been awarded Work-Study by the SFSU Financial Aid Office? □ Yes □ No

Amount Now Available $ ______________

Are you enrolled full-time at SFSU? □ Yes □ No
Applicant’s Qualifications and Extracurricular Activities

QUALIFICATIONS AND EXPERIENCE

Can you type? □ Yes □ No  Typing Speed:___________  Ten key calculators? □ Yes □ No

Please list computer experience:

□ None □ PC □ Macintosh □ Word Processing □ Data Entry (Excel) □ Other ________________________________

Describe any software proficiencies:________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

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

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 which you plan to participate in, within the academic year including: offices, athletics, internship, student teaching, part-time job, military service, etc. Please include projected weekly time commitments.
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
PREVIOUS WORK EXPERIENCE
(Please list most recent first)

1. Position: ___________________________ Employer: ___________________________
   Address: ________________________________________________________________
   Telephone: __________ Dates Worked: ______________ Wage/Salary: ______________
   Supervisor: ___________________________ Reason for Leaving: ___________________
   Duties/Responsibilities: ____________________________________________________
   ________________________________________________________________

2. Position: ___________________________ Employer: ___________________________
   Address: ________________________________________________________________
   Telephone: __________ Dates Worked: ______________ Wage/Salary: ______________
   Supervisor: ___________________________ Reason for Leaving: ___________________
   Duties/Responsibilities: ____________________________________________________
   ________________________________________________________________

3. Position: ___________________________ Employer: ___________________________
   Address: ________________________________________________________________
   Telephone: __________ Dates Worked: ______________ Wage/Salary: ______________
   Supervisor: ___________________________ Reason for Leaving: ___________________
   Duties/Responsibilities: ____________________________________________________
   ________________________________________________________________

PROFESSIONAL JOB REFERENCES

Name: ___________________________ Relationship: ___________________________
Address: ___________________________ Telephone: ___________________________

Name: ___________________________ Relationship: ___________________________
Address: ___________________________ Telephone: ___________________________
San Francisco State University
Residential Life

Applicant Availability

WORK AVAILABILITY

Total hours per week available to work for Residential Life: ________
Total hours per week willing to work (up to 20 hours during academic sessions): ________

*Please black out all shifts which you are unavailable to work. 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.

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Y  N  I am interested in working as 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).

Y  N  I am interested in working as a nighttime RSA employee at the pay rate of $10.00 per hour.
(Nighttime hours are defined as 12am-8am.)

Y  N  I am interested in working for Residential Life over the summer (June & July).

Training

*Only applicants who can participate in all dates will be considered for employment. Training dates TBA.
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, will remain confidential and will not affect your employment opportunities at the University.

Ethnic Origin:
- African American/Black
- Native American
- Asian
- Filipino
- Latino
- White/Caucasian
- Other/Decline to State

Gender:
- Female
- Male
- Other/Decline to State