

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 as well as all state and federal laws. For students holding multiple UHS student staff positions (RA, PASC, SAA, CDA) the release of a position in one role will impact the status in all other roles held within the UHS department.

Summary of Position

As a member of the University Housing Services (UHS) staff, the Community Desk Assistant (CDA) provides welcoming customer service to the campus community and helps maintain a safe, secure living and learning environment in the Residence Halls. Under the leadership of the Community Desk Specialists, the CDAs are hired to work in each Residence Hall specifically to manage the community desk operations. CDAs will monitor residents and guests entering the residence halls, conduct lockout support, manage the checkout and return of lockout and community resource items, and provide excellent customer and other duties as assigned.

Qualifications

You MUST meet the following qualifications, or you will NOT be eligible for an interview or position appointment:

- Semester GPA of 2.5 & Cumulative GPA of 2.5
 - Falling below 2.5 GPA may result in loss of active appointment, and/or loss of eligibility for subsequent appointment for the following semester.
- Undergraduate Student Status:
 - Minimum of 12 credits (no more than 18 credits per semester during appointment).*
 - As the appointment is for the full academic year, appointees who are graduating before May 2026 (Spring Graduation), are not eligible for appointment.
- Graduate Student Status:
 - Minimum 6 credits (no more than 9 credits per semester during appointment).*
 - As the appointment is for the full academic year, appointees who are graduating before May 2026 (Spring Graduation), are not eligible for appointment.
- Be in “good conduct standing”= no housing probation or disciplinary probation at the time of application or appointment.
- Successfully clear LiveScan & Accurate background check before starting the position.

**Majors, such as nursing, may qualify for lower unit requirement exceptions based on departmental requirements. Staff must carry the minimum of requirements at all times. Staff are required to 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.*

Employment Compensation

\$17.55/per hour

Terms of Employment

Appointment: Full Academic Year (Two weeks before the first day of classes through Spring Closing; dates TBA pending finalized SJSU 24-25 academic calendar)

Critical Dates:

- **Training:** There is **NO** exemption from participating in Student Staff Training. Any activity/process/position that conflicts with attending mandatory Fall/Spring Training is not permitted, such as Associated Students, Orientation Leader, Study Abroad, potential internships, other job(s), etc. Candidates unable to attend training will be removed from the CDA role
 - Complete all aspects of required training.
 - Expected to be on-site to participate in Fall Training and assist Fall Move-In/Opening from **August 11, 2025 - August 19, 2025, OR two weeks before the start of classes**, whichever comes first.
 - Appointees are **not able to participate in outside commitments during this time**, including but not limited to (organization meetings, on-campus/off-campus jobs, non-academic coursework, personal events/commitments, etc.)
 - Expected to be on-site to participate in Spring Training approximately 2 weeks before classes start
 - Appointees are **not able to participate in outside commitments during this time**, including but not limited to (organization meetings, on-campus/off-campus jobs, non-academic coursework, personal events/commitments, etc.)
- **Availability:** Desks are open every 7:00 am - 10:00 pm. CDAs will be required to work:
 - Minimum of 15 hours per week. Cannot exceed 20 hours per week (eligible for 40 hours during breaks.)
 - Must be available for at least one shift over the weekends (Saturday/Sunday)
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 - Holidays, Spring/Thanksgiving/ Winter Break shifts are determined by the scheduling process during the academic year. All CDAs are subject to working Holidays, Thanksgiving, and/or Winter & Spring breaks
- May be asked to participate during major campus or UHS event weekends (i.e. Homecoming, Admitted Spartan Day (typically a Saturday in mid-April), etc.) Specific dates will be shared during training. Note: all dates are subject to change.
- Must be available to work in **ALL** residential communities
- This role includes functioning during potential anticipated or unanticipated crises; or other emergencies. In certain situations, Personal Protective Equipment (PPE) will be provided by UHS for staff to complete their required tasks within their role.

Responsibilities

Customer Service and Services

- Answer general questions by residents and or guest
- Conduct Lockout Support
- Equipment and Resource check-in and out
- Maintain general cleanliness and organization of the desk and storage areas
- Conduct yourself in an honest, conscientious, and courteous manner at all times, showing respect for persons of all backgrounds, races, genders, ages, interests, and abilities.

Security and Community Safety

- Actively monitor persons entering and exiting the residential community
- Check building stickers to verify students' residence in the building
- Conduct guest check-in and out
- Official job-related keys are to be kept in their designated, secure location at all times when not in use, and they are not to leave the building or area without authorization. Do not duplicate or loan keys to unauthorized persons. Misuse of keys for any purpose can result in immediate release from the position.

Development & More

- Attend all required CDA training(s) as needed, as well as engage in these events and other staff development activities.
- Attend all scheduled shifts
- Clock in and out after every shift and report your time accurately
- Submit hours after each scheduled shift and finalize by outlined payroll deadlines.
- Work cooperatively with all Community Desk team members and all other UHS Staff.
- Complete other projects and administrative duties as assigned.