

Residential Life

Student Support Assistants

Position Description 2025-2026

Overview

The Student Support Assistants (SSAs) will serve as a critical link in creating an environment in which students develop independence and learn to live cooperatively with others. This position requires an individual who is flexible and able to assume a variety of roles as dictated by the changing needs of students. This position would call for someone who is able to relate well to others, navigate critical incidents and conflict, and handle administrative responsibilities.

The SSAs will promote resident safety and encourage residents to follow the University and housing policies, help educate residents on the community impact of their actions and decisions, and provide insight on how to collectively create a safe and inclusive environment through resource navigation and support.

Job Description

The Student Support Assistant's core responsibilities are listed below. Responsibilities may look slightly different depending on the work site location. Work site location will be determined by hiring managers at the time in which a job offer is made. The SSAs are expected to work an average of up to 20 hours per week, which includes a mix of duty hours, office hours for residents, event attendance, and required weekly/monthly meetings.

General:

- Presence in assigned community to all residents to offer support in navigating interpersonal relationships, residential needs, and being a knowledgeable peer for referral of resources available to students
- Support the Residential Life curriculum, Bearcat Living, by educating residents around the themes of Community, Growth, and Independence.
- Foster an inclusive community to build a sense of belonging and well-being
- Provide education to residents around conflict resolution resources as well as engage in conflict resolution and de-escalation strategies. Refer to campus resources for further support when needed
- Serve in-person duty from 8pm to midnight in a central location and 12am-8:30am providing on-call duty coverage to the area (and/or 12am until 12pm on weekends)
 - Attend and participate in duty shift transfer meetings (15 minute shift overlap - transfer phone and provide shift update and case transfers if needed)
 - Manage lockouts during duty as well as when Area Assistants are not scheduled to work
- Respond in-person to area situations requiring immediate response e.g. students in distress, facilities issues, coordination of University Police and Harpur's Ferry EMS services, etc.
- Document and report resident incidents to appropriate supervisory staff and on-call structure.
- Write and submit detailed incident reports providing a thorough account of events that have occurred
- Provide community-wide support to students through assigned weekly office hours (~5 hours/week).
- Coordinate with supervisors to perform educational outreach efforts including tabling, workshops, and other passive or active programs.
- Serve as a student leader by helping students connect with appropriate resources and support services when in need
- Address student needs within the community by assisting with community gatherings in collaboration with Community Assistants (CAs)
- Assist with area co-recreational needs for support in coordination with Wellness Assistants to build community with residents
- Take initiative and think critically and creatively to solve problems and to make decisions

- Required attendance during departmental operations
 - All opening and closing procedures/move-in and move-out, departmental training, staff selection and interview processes and other department-wide events
- Serve as a representative of the Department of Residential Life as needed
 - Attend regular group and individual meetings with supervisors and fulfill departmental responsibilities and duties as assigned (auxiliary tasks, etc.)
- Work successfully in a team, be self-motivated to work independently and be flexible

Application Requirements

- Full-time undergraduate enrollment at Binghamton University
- Good standing with the Office of Student Conduct
- Cumulative GPA of 2.5 or higher preferred

Compensation and Terms of Employment

- Assigned On-campus room
- This position is for one academic year with the opportunity for reappointment following a performance evaluation.
- The official employment dates for this position are August 2025 through May 2026, with exact move-in dates to be announced. Staff will be expected to arrive prior to general student move-in.
 - Including duty shifts during Fall and Spring semester break periods
 - Including opening and closing procedures

If you anticipate a need for disability related accommodations or auxiliary aids to attend or participate, please contact rselection@binghamton.edu. We ask that you provide us at least 3-5 days of advanced notice regarding your equal access needs.

Binghamton University is an affirmative action/equal opportunity employer.

Binghamton University Residential Life is committed to excellence in diversity and the creation of an inclusive learning and working environment. We encourage applicants of marginalized backgrounds to apply to this position. All qualified applicants will be considered for employment without regard to race, color, national origin, religion, sex, gender identity, gender expression, sexual orientation, age, ability status, veteran status, or any other protected characteristics applicable by law.