

Office Assistant

Period of Employment: August 7, 2024 – May 31, 2025

DEPARTMENT SUMMARY

Housing and Residential Engagement at Cal State Fullerton provides a safe and secure on-campus housing option for more than 2,200 students. This position is critical in providing excellent customer service to our residents and guests.

POSITION SUMMARY

Office Assistants, under the leadership of the Assistant Director, Administration and Conference Services, will provide support for Housing and Residential Engagement by serving as the initial contact with residents and guests at the Housing Office, Redwood Reception, Tours, Holly Mailroom, and Redwood Mailroom. This position will be responsible for a variety of work assignments, such as staffing the five areas listed above, responding to customer service issues, providing housing tours, assisting with lockouts and escorts, answering the phone, checking out equipment, and opening/closing public use spaces. Office Assistants are also responsible for preparing and setting up meeting rooms and event spaces for various programs and events within the Housing community.

SPECIAL REQUIREMENTS

1. Must be a full-time Cal State Fullerton student.
2. Must attend weekly staff meetings held Tuesdays from 4 – 6 p.m.
3. During Spring Recess, the Housing Office is open, and Office Assistants may be scheduled to work.
4. Must be able to lift 25 pounds without assistance.
5. Must have a minimum availability of 15 work hours when classes are in session.
6. Can only work maximum 8 hours per day and 20 hours a week as a student assistant when classes are in session, no exceptions.

ANTICIPATED WORK HOURS

Office Assistants may work Monday – Friday 7:45 a.m. - 10 p.m.; Saturdays and Sundays, 9:45 a.m. – 6 p.m.; hours may be expanded. Other hours as needed.

Mandatory work days for 2024-2025 include:

- Office Assistant Training: August 7, 2024 to August 21, 2024 8 a.m. - 5 p.m. weekdays only
- Housing Move-in: August 22nd, 2024 and August 23rd, 2024 7 a.m. - 4 p.m. with some evening shifts
- Fall in Love with Fullerton: Early November 2024 date TBD
- OA Winter Training: January 8, 2025 - January 15, 2025 8 a.m. - 5 p.m. weekdays only
- Spring Housing Move-in: January 16, 2025 and January 17, 2025 7 a.m. - 4 p.m. with some evening shifts
- Experience CSUF Day: Saturday in Mid-April 2025 date TBD

COMPENSATION

\$16 per hour, up to 20 hours per week when classes are in session and up to 40 hours per week during recess periods when classes are not in session

RESPONSIBILITIES

1. Work regularly scheduled shifts at the Housing Office, Redwood Reception desk, or mailrooms. Daily tasks include, but are not limited to:
 - a. Open and close the work area.
 - b. Assist students and guests by serving as a resource person. Answer phone, respond to questions, record and deliver messages as needed.
 - c. Check out equipment to residents.
 - d. Enforce room usage policies.
 - e. Complete daily reports as needed, including equipment condition, a daily log of occurrences, etc.
 - f. Assist with lockouts and escorts.
 - g. Distribute mail delivered to campus to residents' addresses
 - h. Know and follow the policies and procedures regarding mail sorting, forwarding, and delivery as established by federal law and regulations.
2. Serve as a Housing Ambassador. This includes, but is not limited to:
 - a. Assist with tours of Student Housing facilities for students, parents, and campus visitors.
 - b. Answer questions accurately and provide updated information about Housing and Residential Engagement.
3. Other duties as assigned.

MINIMUM QUALIFICATIONS

- One semester experience living in Housing and Residential Engagement by the end of May 2024 required.
- Ability to develop and maintain positive working and personal relationships with Housing and Residential Engagement staff.
- Computer skills to use Microsoft Word, Excel, and various database applications.
- Excellent customer service skills.
- Ability to interact with diverse populations.
- Organizational and time management skills and the ability to meet deadlines.
- Flexibility to work in a fast-paced environment with changing priorities.
- Ability to work from August 5, 2024 – May 31, 2025; including evenings, some weekends, and holidays. Days off and vacations to be scheduled by the Assistant Director, Administration and Conference Services depending on work demands.
- Must have at the time of application, and maintain, the following requirements:
 - An overall Cal State Fullerton GPA of 2.5 or higher and a minimum semester GPA of 2.25
 - No current or pending disciplinary sanctions in Housing and Residential Engagement
 - Current enrollment, good academic and judicial standing at Cal State Fullerton
 - Successfully complete a background check