Office Assistant

20-25 positions
Period of Employment: August 7, 2017 – May 20, 2018

**Department Summary**

Housing and Residence Life at Cal State Fullerton provides a safe and secure, on campus housing option for more than 1,800 students. This position is critical in providing excellent customer service to our residents and guests.

**Position Summary**

Office Assistants, under the leadership of the Coordinator, Administration and Conference Services, will provide support for Housing and Residence Life by serving as the initial contact with residents and guests at the Housing Office, the Academic Resource Center (ARC), and the mailroom. This position will be responsible for a variety of work assignments, such as staffing the three 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 space 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 4:30 – 6:30 p.m.
3. During Fall Recess, Winter Recess, and 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.

**Responsibilities**

1. Work regularly scheduled shifts at the Housing Office, ARC, or Mailroom. 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.
   c. Answer phone, respond to questions, record and deliver messages as needed.
   d. Check out equipment to residents.
   e. Enforce room usage policies (i.e., no food at computers, etc.)
   f. Inform supervisor when equipment is broken.
   g. Complete daily reports as needed, including equipment condition, a daily log of occurrences, etc.
   h. Assist with lockouts and escorts.

2. Serve as a Housing Ambassador and Tour Guide. This includes, but is not limited to:
   a. Lead daily tours of Student Housing and dining facilities for students, parents, and campus visitors.
   b. Answer questions accurately and provide updated information about Housing and Residence Life.
3. Meeting Room Set-ups:
   a. Move tables, chairs, and other equipment within and between rooms.
   b. Set-up meeting rooms into various configurations.
   c. Test audio/video equipment including projectors, DVD players, laptop computers, microphones, and speakers prior to events.
   d. Assist presenters with set-up and use of A/V equipment during events.

4. Mailroom Responsibilities include but are not limited to:
   a. Distribute mail and packages delivered to campus to students’ addresses and follow up on lost mail or packages.
   b. Know and follow the policies and procedures regarding mail sorting, forwarding, and delivery.

**Available Work Hours**
Office Assistants may work Sunday 2 p.m. – 11 p.m.; Monday – Thursday 8 a.m. -11 p.m.; Friday 8 a.m. – 8p.m., Saturdays, 10 a.m. – 3 p.m.; except university holidays.

**Important Dates**
- **February 13 – March 6:** Application Available online at fullerton.edu/housing
- **Group Interviews – New candidates must attend one session:**
  - March 12, 2 – 4 p.m.
  - March 13, 3 – 5 p.m.
  - March 14, 9 – 11 a.m.
  - March 15, 4 – 6 p.m.
- **Current Housing and Residence Life Student Staff Interviews:**
  - Thirty-minute timeslots between March 15 and March 17
- **Individual Interviews – New Candidates only**
  - One-hour timeslots between March 21 and March 24
- **March 31:** Hiring Decision Notification
- **August 6:** Early move-in for staff residing on-campus for the academic year
- **August 7 – 11, 9 a.m. – 5 p.m.:** REQUIRED Office Assistant Staff Training
- **August 14 - 16:** REQUIRED Work Days
- **August 17:** REQUIRED Support at Fall Move-In
- **January 16-19, 2018:** REQUIRED Winter Training and Spring Move-In
- **April 2018:** REQUIRED Support at Welcome to Cal State Fullerton Day. Exact date TBD.

**Minimum Qualifications**
- Experience equivalent to one year of work in an office or at a reception desk preferred.
- One year experience living in Housing and Residence Life by the end of Spring 2017 required.
- Ability to develop and maintain positive working and personal relationships with Housing and Residence Life staff; ability to work effectively as a member of the Housing and Residence Life team.
- 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 7, 2017 – May 20, 2018; including evenings, some weekends, and holidays. Days off and vacations to be scheduled by the Coordinator, Administration and Conference Services depending on work demands.
• Must have at the time of hire, 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 Residence Life
  ○ Current enrollment, good academic and judicial standing at Cal State Fullerton
  ○ Successfully complete a background check

**COMPENSATION**

$10.50 per hour, up to 20 hours per week during the Fall and Spring semesters.