Office Assistant
10-15 positions
Period of Employment: January 18, 2021 – May 31, 2022

DEPARTMENT SUMMARY
Housing and Residential Engagement 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 Administration and Conference Servicesteam, will provide support for Housing and Residential Engagement by serving as the initial contact with residents and guests at the Housing Office and the Mailroom. This position will be responsible for a variety of work assignments, such as staffing theareas 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 – 6 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.

ANTICIPATED WORK HOURS
Office Assistants may work Monday – Friday 9 a.m. – 10 p.m.; Saturday & Sunday, 10 a.m. – 5 p.m.; hours may be expanded to include more weeknight evening and weekend hours. Other hours as needed.

COMPENSATION
$14.00 per hour, up to 20 hours per week when classes are in session.

RESPONSIBILITIES
1. Work regularly scheduled shifts at the Housing Office, 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. 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
• Experience equivalent to one year of work in an office or at a reception desk preferred (not required)
• One semester experience living in Student Housing at Cal State Fullerton by the end of Fall 2021 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 January 18, 2021 – May 31, 2022; including evenings, some weekends, and holidays. Days off and vacations to be scheduled by the Administration and Conference Services team 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

COVID-19 AND HRE EMPLOYMENT
All dates and work shifts listed in this position description are subject to change in coordination with recommendations from our local and state health authorities and due to the ever-changing needs of our department and residents. Staff will be notified as soon as possible to any changes of schedule or position end dates.