Office Assistant

20 - 25 positions
Period of Employment: August 8, 2018 – May 31, 2019

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 Senior Coordinator, 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, 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.

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, 8 a.m. – 5 p.m.; other hours as needed.

COMPENSATION
$11.00 per hour, up to 20 hours per week when classes are in session.

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. Complete daily reports as needed, including equipment condition, a daily log of occurrences, etc.
   g. Assist with lockouts and escorts.
Office Assistant Position Description

1. Distribute mail delivered to campus to residents’ addresses
   i. Log and distribute packages to residents using package tracking software system
   j. 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 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 Residential Engagement.

3. Event Support responsibilities include but are not limited to:
   a. Set-up and break down tables, chairs, and other equipment for events held within the Housing community into various configurations.
   b. Assist presenters with set-up and use of A/V equipment during events
   c. Test audio/video equipment including projectors, DVD players, laptop computers, microphones, and speakers prior to events.

**Important Dates**

- **January 22 – February 14:** Application available online at fullerton.edu/housing
- **Group Interviews – New candidates must attend one session:**
  - February 20 | 9am – 11am
  - February 21 | 4pm – 6pm
  - February 22 | 2:30pm – 4:30pm
  - February 23 | 9:30am – 11:30am
  - February 23 | 2pm – 4pm
- **March 5 - March 14:** Individual Interviews
- **March 23:** Hiring Decision Notification
- **August 7:** Early move-in for staff residing on-campus for the academic year
- **August 8 - 17, Weekdays only, 9 a.m. – 5 p.m.: REQUIRED** Office Assistant Staff Training
- **August 20 - 22: REQUIRED** Work Days
- **August 23: REQUIRED** Support at Fall Move-In
- **January 14-18, 2019: REQUIRED** Winter Training and Spring Move-In
- **April 2019: 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 Residential Engagement by the end of Spring 2018 required.
- Ability to develop and maintain positive working and personal relationships with Housing and Residential Engagement staff.
- Ability to work effectively as a member of the Housing and Residential Engagement 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 8, 2018 – May 31, 2019; including evenings, some weekends, and holidays. Days off and vacations to be scheduled by the Senior 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 Residential Engagement
  - Current enrollment, good academic and judicial standing at Cal State Fullerton
  - Successfully complete a background check