Office Assistant - Summer

3 - 4 positions

Period of Employment: May 18, 2020 – August 21, 2020

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. During the summer, we offer housing for students in addition to operating a conference program. Our conference guests reside with us for short and/or long term overnight accommodations. This position serves a critical role in providing excellent customer service to both summer residents and conference guests while ensuring the safety and security of our community.

POSITION SUMMARY

Summer 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. This position will be responsible for a variety of work assignments, such as 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. Summer Office Assistants are also responsible for preparing and setting up meeting rooms and event space for various programs and events within the Housing community and may be scheduled to work in the Mailroom as needed.

SPECIAL REQUIREMENTS

1. Must be a full-time Cal State Fullerton student.
2. Must be able to lift 25 pounds without assistance.

AVAILABLE WORK HOURS

The Summer Office Assistants work together to provide office coverage Monday – Friday, 8 a.m. to 5 p.m. After front desk coverage is scheduled, additional hours may be scheduled to assist with departmental needs including assisting with Orientation and mailroom needs that may occur after 5 p.m.

COMPENSATION

$13.00 per hour, 30 – 40 hours per week. Discounted housing may be available for students interested in residing in on-campus housing.

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.
   c. Answer phone, respond to questions, record and deliver messages as needed.
   d. Check out equipment to residents.
   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. Log and distribute packages to residents using package tracking software system
i. 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.
   c. Assist with Orientation tours and Resource Fairs.

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

**IMPORTANT DATES**

- **January 27 – February 16:** Application available online at fullerton.edu/housing
- **Group Interviews** – *New candidates must attend one session:*
  - February 24 | 9:00am – 11:00am
  - February 24 | 4:00pm – 6:00pm
  - February 25 | 9:30am – 11:30am
  - February 25 | 2:00pm – 4:00pm
  - February 27 | 12:30pm – 2:30pm
  - February 28 | 9:00am – 11:00am
- **March 11 - March 17:** Individual Interviews
- **March 23:** Hiring Decision Notification
- **April 24, 9 – 11 am:** Human Resources Meeting
  - *All candidates who accepted a position and have never worked for Housing before must attend*
- **July 5 – 25:** REQUIRED work days
  - *While staff will not work all of these dates, no vacation time will be approved for these dates*
- **August 17 - 21:** REQUIRED Work Days, including REQUIRED Support at Fall Move-In 8/19 and 8/20

**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 2019 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 May 18 – August 21, 2020; 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 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