HOUSING AND RESIDENCE LIFE
OFFICE ASSISTANT POSITION DESCRIPTION

Administrative Student Staff
20 - 25 positions
Period of employment: August 8, 2016 – May 21, 2017

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 conference 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 p.m. – 6:30 p.m.
3. During Fall Recess, Winter Break, and Spring Break, the Housing office is open and Office Assistants may be scheduled to work.
4. Must be able to lift 25 pounds without assistance.

Responsibilities:
A. Work regularly scheduled shifts at the Housing Office, ARC, or mailroom. Daily tasks include, but are not limited to:
1. Open and close the work area.
2. Assist students and guests by serving as a resource person.
3. Answer phone, respond to questions, record and deliver messages as needed.
4. Check out equipment to residents.
5. Enforce room usage policies (i.e. no food at computers, etc.)
6. Inform supervisor when equipment is broken/missing/non-functional.
7. Complete daily reports as needed including equipment condition, a daily log of occurrences, etc.
8. Assist with lockouts and escorts
B. Serve as a Housing Ambassador and Tour Guide. This includes, but is not limited to:
1. Lead daily tours of housing and dining facilities for students, parents, and campus visitors.
2. Answer questions accurately and provide updated information about Housing and Residence Life.
C. Conference Room Set-ups
1. Move tables, chairs, and other equipment within and between rooms.
2. Set-up conference rooms into various configurations.
3. Test audio/video equipment including projectors, DVD players, laptop computers, microphones and speakers prior to events.
4. Assist presenters with set-up and use of A/V equipment during events.
D. Mailroom Responsibilities include but are not limited to:
   1. Distribute mail and packages delivered to campus to students’ addresses and follow up on lost mail or packages.
   2. Know and follow the policies and procedures regarding mail sorting, forwarding, and delivery.

Available Work Hours: Sunday 1 p.m. – 11 p.m.; Monday – Thursday 8 a.m. – 11 p.m.; Fridays 8 a.m. – 8 p.m., except university holidays. Minimal Saturday hours.

Important Dates:
- Application Available: March 1 - 25
- Group Interviews. MUST ATTEND ONE SESSION
  - April 4, 5 – 7 p.m.
  - April 5, 2 – 4 p.m.
  - April 6, 3:30 – 5:30 p.m.
  - April 7, 10 a.m. – 12 p.m.
- Current HRL Student Staff Interviews. Thirty minute time slots.
  - April 13 -15
- Individual Interviews. One hour time slots.
  - April 18 - 21
- Hiring Decision Notification: April 25
- Staff residing on-campus for the academic year may move in: August 7
- REQUIRED Staff Training, 8 a.m. – 5 p.m. : August 8 – August 12
- REQUIRED Work Days: August 15 - 17
- REQUIRED support at Fall Move-in: August 18 - 19
- REQUIRED Winter Training and Spring Move-in: January 17 – 20, 2017
- REQUIRED support at Welcome to Cal State Fullerton Day: April 2017. 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 2016 required.
- Ability to develop and maintain positive working and personal relationships with Housing Office staff and Summer Conference staff members; ability to work effectively as a member of the Housing and Residence Life team.
- Computer skills to use 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.
- Must have at the time of hire, and maintain, the following requirements:
  - An overall CSU 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/hour, up to 20 hours per week during the Fall & Spring semesters.