

**Commercial Services Student Assistant**  
**Terms & Conditions**  
**Enterprise Services**

**A. Position Description**

The California State University, East Bay (CSUEB) Student Housing and Residence Life (SHRL) department provides student centered programs, services and facilities that foster a safe, inclusive and vibrant residential learning community. In conjunction with the mission of the University and the Division of Student Affairs, SHRL works to engage all residential students in their holistic development and academic success towards retention, graduation and future endeavors.

The Housing Operations Commercial Services Student Assistant will be responsible for following all Housing policies and procedures. This job will report directly to the Commercial Services Coordinator.

**B. Qualifications**

- B.1 Successful candidates must be enrolled as a full time student at California State University, East Bay. Full time enrollment is defined as 12 units for an undergraduate student and 8 units for a Master's candidate.
- B.2 Possess minimum cumulative GPA requirement of 2.5.
- B.3 Be in good judicial standing with Student Housing and Residence Life.
- B.4 Available to work during regular business hours, 8 AM – 5 PM, Monday – Friday. Student Assistant will be asked on occasion to work evening and/or weekend hours but will receive adequate notice of these dates for planning purposes.
- B.5 Must be able to lift at least 25 pounds.
- B.6 Must possess a valid driver's license.
- B.7 Proficient in Microsoft Office i.e. Word, Excel, PowerPoint and Access.
- B.8 Proficient using Google Drive, particularly Google Calendar and Google Sheets.
- B.9 Able to think critically and make decisions of sound judgment.
- B.10 Able to change priorities throughout the work shift.

**C. Duties and Responsibilities**

- C.1 Create and cultivate relationships with commercial vendors.
- C.2 Reserve and confirm Commercial Vendor reservations via Google Calendar and 25Live Reservation System.
- C.3 Respond and follow-up to vendor requests through completion.
- C.4 Establishes commercial vendor rental space and collects commercial vendor payment.
- C.5 Ensures Commercial Vendor Service policy and guidelines are strictly followed by permitted commercial vendors and Commercial Services.
- C.6 Explores opportunities to expand Commercial Vendor Services program and makes recommendations to Commercial Services Coordinator.
- C.7 Organize individual commercial vendor files with reservation requests, commercial vendor permits, copy of payment check/money order and receipts.
- C.8 Assists Commercial Services Coordinator in creating a marketing plan for commercial vendor permitting on campus.

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- C.9 Ensures that deposits from Commercial Vendor Services are adhered to and reconciled monthly.
- C.10 Ensures Vendor Process Log is updated with accurate information for each reservation.
- C.11 Collaborates with Coke and Canteen representatives to maintain operational needs by ensuring vendors are stocked, functioning properly, and vending machines are located so they meet the need of the campus.
- C.12 Completes checks of every vending machine on the Hayward campus on a consistent basis.
- C.13 Assist Commercial Services Coordinator in the update of Commercial Vendors Services website as needed.
- C.14 Provide backup for the Student Housing Office Front Desk when needed.
- C.15 Assists other professional staff as needed.
- C.16 Other duties as assigned.

**D. Terms of Employment**

- D.1 Student Assistant must maintain full time enrollment at California State University, East Bay throughout employment. Full time enrollment is defined as 12 units for an undergraduate student and 8 units for a Master's candidate. Exceptions must have prior supervisor approval.
- D.2 Maintain the required 2.5 cumulative GPA throughout the term of employment. Grade checks will be conducted in July (to confirm eligibility for fall semester) in January (to confirm eligibility for spring semester) in order to ensure compliance with the academic requirements of the position.
- D.3 Student Assistant must have a record of all hours worked. Student Assistant is required to record time using the Humanity software to clock-in at the beginning and end of each shift. Student Assistant may not clock in more than 5 minutes prior to, or 5 minutes after, the start of their shift unless there is prior supervisor approval. Students Assistant must clock out for lunch breaks. Student Assistant should not clock out for rest breaks.
- D.4 Student Assistant is entitled to take a fifteen minute rest break for every four consecutive hours worked. Rest breaks must be taken during the second or third hour of each four hour work period. Student Assistant must be given a minimum of a half-hour unpaid lunch break when scheduled to work six consecutive hours or more. Student Assistant shall not work more than eight hours in one day.
- D.5 All hours should be input into the MyCSUEB timesheet by the end of each work week and no later than the last day of each pay period. It is recommended that hours are input into the MyCSUEB timesheet each day.
- D.6 Student Assistant will be placed on academic notice when their cumulative GPA drops below a 2.5.
- D.7 Student Assistant will receive a performance evaluation with their supervisor once per academic year, occurring in May.
- D.8 Student Assistant will be placed on performance notice if they are not meeting the requirements stated in these terms & conditions, or they are not performing to the standards set forth by the supervisor.
- D.9 If a Student Assistant is on academic or performance notice for two consecutive semesters within an academic year, employment will be terminated immediately.

This position works in a safe and responsible manner while not putting self or others at risk. This includes complying with applicable policies and regulations; using personal safety gear; observing warning signs; learning about potential hazards; and reporting unsafe conditions. All Student Assistants are required to sign the position specific terms & conditions. Every student assistant position is subject to criminal and background check.

**My signature certifies that I have reviewed and fully understand the expectations outlined in these terms & conditions. Further, I agree to perform the job duties to the best of my ability. If at any time I do not feel that I can uphold the terms of this position, I will speak with my direct supervisor immediately. I understand that as a student assistant, I am subject to release from the position at any time based on not fulfilling any of the above responsibilities/expectations.**

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|--------------------------|-------------------------------|---------------|
| _____<br>Employee Name   | _____<br>Employee Signature   | _____<br>Date |
| _____<br>Supervisor Name | _____<br>Supervisor Signature | _____<br>Date |
| _____<br>MMP Name        | _____<br>MPP Signature        | _____<br>Date |