

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 student staff member will serve the Conference Housing Services program as the Guest Service Assistant. Reporting directly to the Conference Housing and Marketing Coordinator, the Guest Service Assistant (GSA) will be responsible for facilitating a successful conference experience for conference guests. The Guest Service Assistant will work on a team of approximately fourteen (14) Guest Service Assistants, one (1) Conference Administrative Assistant, one (1) Conference Administrative Interns, and one (1) Marketing Assistant (serving as the orientation liaison). The workweek will be on average twenty-five (25) hours and may fluctuate throughout the conference season depending on demand. Guest Service Assistant will be responsible for operating the Customer Service Desk which will run fifteen (15) hours each day during the conference season and will serve on a duty rotation on average one (1) night each week.

The Guest Service Assistant serves as an ambassador of the California State East Bay community by providing exceptional customer service to conference leaders and their guests during the summer. A successful candidate should be able to balance administrative, customer service, and guest inquiries all while maintaining confidentiality. The candidate should be aware of standard housing procedures and basic knowledge of SHRL and the CSUEB campus. The Guest Service Assistant must always demonstrate professionalism and provide customer service while also responding quickly and effectively in routine and emergency situations. The Guest Service Assistant is a student leadership opportunity with an appointment period running for the entire Conference Season. It is recommended for successful candidate to not enroll in summer classes. If planning to enroll in classes, the schedule must be approved by the Conference Housing and Marketing Coordinator prior to acceptance of the position.

Appointment Dates

- Online Training – March 29, 2020 - April 5, 2020 (complete online courses at own pace, unpaid)
- In-person Training – May 18, 2020 - May 29, 2020 (paid training approximately 25 hours each week)
 - Monday, May 18, 2020, 10 AM - 5 PM
 - Tuesday, May 19, 2020, 10 AM - 5 PM
 - Wednesday, May 20, 2020, 10 AM - 5 PM
 - Thursday, May 21, 2020, 10 AM - 5 PM
 - Friday, May 22, 2020, 10 AM - 5 PM
 - Tuesday, May 26, 2020, 10 AM - 5 PM
 - Wednesday, May 27, 2020, 10 AM - 5 PM
 - Thursday, May 28, 2020, 10 AM - 5 PM
 - Friday, May 29, 2020, 10 AM - 5 PM
- Conference Season Dates
 - Monday, June 1, 2020 - Tuesday, August 11, 2020 (Customer Service Desk Hours Responsibility)
 - Monday, June 1, 2020 - Tuesday, August 11, 2020 (Overnight Duty Rotation Responsibility)

B. Qualifications

- B.1 Possess a minimum cumulative and quarter GPA requirement of 2.5.
- B.2 Be in good judicial standing.
- B.3 Be in good academic standing.
- B.4 Possess a valid driver's license.

- B.5 Ability to lift 50 lbs.
- B.6 Must not be a Resident Assistant (Fall 2020), Orientation Assistant (Summer 2020) or hold any other commitments that may limit working less than 25 hours per week.
- B.7 Availability to work during regular business hours, 7 AM – 10 PM, Monday – Sunday.
- B.8 Be available to work during special events including but not limited to move-in weekend, closing week, and Orientations.
- B.9 A degree of judgment and ability to speak and write clearly and concisely for internal and external relationships.
- B.10 Ability to demonstrate a balance between personal and professional commitments, strong leadership skills, strong written and oral communication skills, open-mindedness, and collaboration.
- B.11 Demonstrate the ability to take initiative, work independently with little to no supervision.
- B.12 Hold strong orientation toward customer service.
- B.13 Have strong organizational and time management skills, can prioritize multiple tasks, manage deadlines, and be conscientious and responsible, as well as very organized and detail oriented.
- B.14 Have a positive, energetic attitude and work well with peers, demonstrate a balance between personal and professional commitments, open-minded and collaborative in their approach, and function as a member of a team.
- B.15 Retain a history of timeliness, efficient follow-through of tasks and responsibilities and arriving on time for shifts.
- B.16 Have basic knowledge of office procedures including data entry, Word, Excel, and Google platform and phone etiquette. Knowledge of StarRez and Oracle PeopleSoft is preferred.
- B.17 Understand issues related to handling of sensitive documents and information and maintaining confidentiality.
- B.18 Display willingness and ability to change plans as the situation demands.
- B.19 Strive to find solutions and improvements to existing systems and procedures.

C. Responsibilities

- C.1 Fully participate in all 2020 training dates
 - Online Training – March 29, 2020 - April 5, 2020 (complete online courses at own pace, unpaid)
 - In-person Training – May 18, 2020 - May 29, 2020 (paid training approximately 25 hours each week)
 - Monday, May 18, 2020, 10 AM - 5 PM
 - Tuesday, May 19, 2020, 10 AM - 5 PM
 - Wednesday, May 20, 2020, 10 AM - 5 PM
 - Thursday, May 21, 2020, 10 AM - 5 PM
 - Friday, May 22, 2020, 10 AM - 5 PM
 - Tuesday, May 26, 2020, 10 AM - 5 PM
 - Wednesday, May 27, 2020, 10 AM - 5 PM
 - Thursday, May 28, 2020, 10 AM - 5 PM
 - Friday, May 29, 2020, 10 AM - 5 PM
- C.2 Fully participate in weekly Conference Team Meetings on Wednesdays from 4 PM – 6 PM.
- C.3 Fully participate in a minimum of 3 freshman orientations including but not limited to Check-in, Tours, Evening Activities, and Check out. All Orientations are two-day events. No vacations are permitted during orientation events.
 - Thursday, July 9, 2020 - Friday, July 10, 2020
 - Friday, July 17, 2020 - Saturday, July 18, 2020
 - Thursday, July 23, 2020 - Friday, July 24, 2020
 - Thursday, July 30, 2020 - Friday, July 31, 2020
- C.4 Must attend Conference Staff social events throughout the summer.
- C.5 Staff Conference Housing Customer Services Desk a minimum of 25 hours per week.
- C.6 Perform regularly scheduled duty shifts. While on duty, GSAs are required to remain and sleep in their respective building. Monday-Sunday night duty begins at 10 PM and ends the following day at 7 AM. Duty includes but is not limited to performing rounds at least twice each night, responding to emergencies and lockouts, carrying a duty phone, and facilitating room check-ins and check-outs. GSAs may also be expected to maintain the cleanliness of the facilities. GSAs are also expected to act as backup for other

- areas of campus in the event of an emergency and/or additional support to desk staff.
- C.7 Assist in coordinating response procedures in emergency situations.
- C.8 Fully participate in professional/personal development exercises.
- C.9 Provide courteous and efficient service to conference guests, fellow staff and campus partners at Conference Housing Customer Service Desk.
- C.10 Assist in the turning over of residence halls for fall occupancy at the end of the summer term.
- C.11 Serve as a knowledgeable resource to conference guests, parents, and staff concerning services available within the Department of Student Housing & Residence Life, on the CSUEB campus, and within the Hayward community.
- C.12 Professionally represent the Department of Student Housing & Residence Life and the Conference Housing program.
- C.13 Act as a liaison to all summer conference groups.
- C.14 Facilitate check-in and check-out process for conference groups.
- C.15 Prepare key access cards for distribution.
- C.16 Ensure meal cards are ready prior to each group's arrival.
- C.17 Complete inventory of key access cards prior to arrival and after group departure.
- C.18 Ensure that the On-Site Coordinator is aware of all rules and expectations upon arrival.
- C.19 Maintain consistent communication with On-Site Coordinator to ensure excellent service during their stay.
- C.20 Assist in conference guest and summer resident lockouts.
- C.21 Ensure the conference group file folder is updated consistently to include all details, communications (via email, phone or in-person), inventory checklists, signed documents, etc.
- C.22 Ensure conference group details in StarRez database system is accurate and updated in a timely manner
- C.23 Perform trash removal and replenishment of toilet paper in apartments.
- C.24 Complete requests submitted to the Conference Office or during overnight duty (requests and concerns can be submitted in person, by phone or by email).
- C.25 Submit maintenance requests on behalf of conference guests.
- C.26 Assist with mail and package pick-up.
- C.27 Conduct check-out of games, sports equipment, remote controls, etc.
- C.28 Complete communication log while on shift.
- C.29 Troubleshoot guest concerns, questions and issues.

D. Terms of Employment

- D.1 All candidates that have been offered and have accepted the appointment must read through the Terms & Conditions. Additionally, each staff member must sign and date as certification of clear understanding that they have read and agree to all terms. Only candidates that have been successfully appointed should initial and sign this GSA Terms and Conditions.
- D.2 The undersigned student, herein called Licensee, agrees to accept a temporary appointment as a Guest Service Assistant (GSA) at California State University East Bay (CSUEB) beginning Monday, May 18, 2020 and ending Tuesday, August 11, 2020 subject to terms and conditions contained herein. Licensee further agrees to live in the residence halls as a condition of the appointment from Monday, June 1, 2020 – Wednesday, August 12, 2020. The use of housing facilities is subject to the regulations contained in Title 5 of the California Code of Regulations
- D.3 SHRL reserves the right to rescind GSA compensation package and/or charge rent if it is determined that the GSA has not fulfilled any of the stated terms and conditions related to their position. Should a GSA resign or be released from their appointment, compensation will end.
- D.4 Maintain the required 2.5 cumulative GPA throughout the term of employment.
- D.5 Guest Services assistants may not leave campus for more than three consecutive days. Any vacation requests exceeding three days must be submitted to Conference Housing and Marketing Coordinator prior to acceptance of the position. No vacations are permitted during Orientation.
- D.6 Guest Service Assistant must have a record of all hours worked. Guest Service Assistant is required to record time using the Shift Planning software to clock-in at the beginning and end of each shift. Guest Service Assistant must clock out for lunch breaks. Guest Service Assistant should not clock out for rest breaks.

- D.7 Guest Service Assistant is entitled to take a 15-minute rest break for every 4 consecutive hours worked. Guest Service Assistant must be given a minimum of a half-hour unpaid lunch breaks when scheduled to work over six (6) hours. Guest Service Assistant shall not work more than 8 hours in one day.
- D.8 All hours should be input into the MyHR timesheet by the end of each workday and no later than the last day of each pay period.
- D.9 This is an at-will position.

E. Compensation

- E.1 New Conference Housing Customer Service Desk – \$14.25 per hour
- E.2 Returning Conference Housing Customer Service Desk - \$14.50 per hour
- E.3 Overnight on-call responsibilities – Summer housing for duration of summer term (Monday, June 1, 2020 - Tuesday, August 11, 2020)

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 job description. Every student assistant position is subject to a criminal and background check.

My signature on this job description certifies that I have reviewed and fully understand the expectations outlined in this job description. 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 immediately speak with my direct supervisor. I understand that as a Guest Service Assistant, I am subject to release from the position at any time based on not fulfilling any of the above responsibilities/expectations.

Employee Name	Employee Signature	Date
Supervisor Name	Supervisor Signature	Date
MMP Name	MPP Signature	Date