

# Guest Service Assistant

## Position Description | Summer 2024

University Housing and Residence Life

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Below is a position description for Guest Service Assistants (GSA) position.

**Position Description:** Our Guest Student Assistants (GSAs) will be helping out with the day to day operations with our Summer Conferencing. UHRL hosts a wide range of groups that are using our facilities and campus to enhance their group or camps experience. GSAs are the welcoming face of University Housing and CSU East Bay in ensuring that their needs are being met and running operations for conferencing.

**Position Responsibilities:** Please note that these are the responsibilities assigned but not limited to:

- Administrative
  - Will dedicate time for staff meetings (during the week, day and time TBA) and other department wide events (Summer transition, Conferences and Fall semester transition).
- Conferencing
  - Welcoming the conferencing group into UHRL with check-in and check out of conferencing groups living in UHRL facilities.
  - Inspecting spaces before and after conference groups have been in the communities.
- Rentals & Reservations
  - Checking in on groups using CSU East Bay by opening, closing and ensuring that facilities are good to go for usage.
  - Connecting with groups on space usage and anything needed.
  - Enforcing policy rules for the different CSU East Bay locations being used.
  - Ensuring that resources ordered have arrived and if anything additional is needed.
- On-Call & Emergency Response
  - Be on duty during weeknights and weekends as assigned (weeknights from 5PM to 8AM and weekends from Friday at 5PM to Monday at 8AM), as needed by UHRL and Pioneer Heights community.
  - Complete any on-duty tasks (community walks, inspections, check-ins, lock outs, duty logs, etc.).
  - Required to assist in any emergency situations that occur during UHRL business hours or after hours.