

**Administrative Assistant
Terms and Conditions
Conference Housing Services
California State East Bay**

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 Conference Administrative Assistant will serve the Conference Housing program. Reporting directly to the Conference Housing and Marketing Coordinator, the Conference Administrative Assistant will be responsible for uniting administrative duties from Housing Operations, Residence Life, and Facilities into one major support role that provides assistance for the summer residents.

The Conference Administrative Assistant serves as an ambassador of the California State East Bay community by providing exceptional customer service to residents during the summer. A successful candidate should be able to balance administrative, customer service, and resident inquiries all while maintaining confidentiality. The candidate should be aware of standard housing procedures and basic knowledge of SHRL and the CSUEB campus. The Conference Administrative Assistant must demonstrate professionalism and provide customer service at all times while also responding quickly and effectively in routine and emergency situations. The Conference Administrative Assistant is a student leadership opportunity with the possibility of extending the appointment period through the Conference Season.

Tentative Conference Season: Friday, June 3rd, 2022 – Wednesday, August 3rd, 2022

B. Qualifications

- B.1 Possess 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 Must not be a Resident Assistant, Orientation Assistant or hold any other on campus student position that may limit working less than 15-20 hours per week.
- B.5 Availability to work during the Academic Year of 2022 Spring semester, hours will vary. Must be 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.6 Must be available to sit in on Guest Service Assistant Interviews.
- B.7 Be available to work during special events including but not limited to move-in weekend, closing week, and Orientations.
- B.8 Possess a valid driver's license.
- 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, written and oral communication skills, open-mindedness, and collaboration.
- B.11 Demonstrate the ability to 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 attitude.
- 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 Minimum of one year residence in a college or university residence hall, or a similar group living experience such as a Greek house, co-op, or themed program prior to term of appointment is preferred but not required.
- B.18 Understand issues related to handling of sensitive documents and information.
- B.19 Display willingness and ability to change plans as the situation demands.
- B.20 Strive to find solutions and improvements to existing systems and procedures.

C. Duties and Responsibilities

- C.1 The Academic work week will be approximately ten (10) hours, including but not limited to; desk hours, resident check in and check out, staff meetings, and all hands on desk days (which include training, all orientation dates, and large group check-in and check-out) and some night and weekend commitments.
- C.2 Provide daily customer service for students, staff, and visitors, including answering questions and providing resources.
- C.3 Administrative tasks: copying, filing, shredding, mailings, creating documents, taking notes etc.
- C.4 Maintain and manage Housing database (StarRez) related to summer residents.
- C.5 Provide housing and campus tours to prospective students.
- C.6 Respond to resident inquiries through email and by phone.
- C.7 Attend bi-weekly meetings with Conference Housing and Marketing Coordinator.
- C.8 Serve as a knowledgeable resource to Summer Residents, parents, and staff concerning services available within the Department of Student Housing & Residence Life, on the CSUEB campus, and within the Hayward community.
- C.9 Professionally represent the Department of Student Housing & Residence Life and the Conference Housing program.
- C.10 All candidates that have been offered and have accepted the appointment must read through the Terms & Conditions of the position. Endorsement at the end of the Terms and Conditions signifies clear understanding of these expectations. Additionally, each staff member must sign and date the overall job description as an understanding that they have read through and agree to all terms. Only candidates that have been successfully appointed should initial and sign the Terms and Conditions.
- C.11 Demonstrate a working knowledge of campus agencies, their services and functions, in order to provide academic and personal support. Serve as a resource for information and a referral source as needed.
- C.12 Serve as a constructive and positive role model for personal behavior and academic pursuits and adhere to all campus policies. Respect and treat all individuals fairly and equitably, role model appreciation of differences and assist students in developing an understanding of diverse cultures and lifestyles.
- C.13 In collaboration with residents, create community standards that are appropriate for their needs and space.
- C.14 Educate yourself about the unique needs of your community.
- C.15 Assist in orienting students to the residence hall during opening day and during the beginning of each quarter.
- C.16 Complete administrative tasks as needed (i.e. incident reports, maintenance requests, room inventory sheets, health and safety checks, check-in and check-out procedures, all programming materials, etc.) in a timely and efficient manner.
- C.17 Maintain positive working relationships with other SHRL, the Dining Commons, and university staff.
- C.18 Do not duplicate or loan keys/cards to unauthorized persons. Official RA related keys/cards are to be kept in your possession and/or a designated, secure location at all times when not in use, and are not to leave the building or area without authorization
- C.19 Perform additional positional expectations and other duties as assigned by the A/RLC and other SHRL staff including collateral assignments, which may include creating newsletters & e-communities, BaySync pages.

D. Terms of Employment

- D.1 Student Assistant must maintain full time enrollment at California State University, East Bay throughout the Spring semester for employment. Exceptions must have prior supervisor approval.
- D.2 Student Assistant must inform the Conference Coordinator of summer availability for the Conference Season by May 28, 2022. Summer term working hours twenty-five to twenty-nine (25-29)
- D.3 Maintain the required 2.5 quarterly and cumulative GPA throughout the term of employment.
- D.4 Vacation request must be submitted to Conference Housing and Marketing Coordinator within 2 weeks of the first vacation day including quarter breaks.
- D.5 Student Assistant must have a record of all hours worked. Student Assistant is required to record time using the ShiftPlanning software to clock-in at the beginning and end of each shift. Students Assistant must clock out for lunch breaks. Student Assistant should not clock out for rest breaks.

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

My signature on this job description certifies that I have reviewed and fully understand the expectations outlined in this job description and in the Operations Student Assistant Corrective Action Procedure. 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 student assistant, I am subject to release from the position at any time based on not fulfilling any of the above responsibilities/expectations.