

**Customer Service Student Assistant
2025 -2026 Terms & Conditions
University Housing & Residence Life**

A. Position Description

The California State University, East Bay (CSUEB) University Housing and Residence Life (UHRL) 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, UHRL works to engage all residential students in their holistic development and academic success towards retention, graduation and future endeavors.

The Customer Service Student Assistant position directly supports the University Housing and Residence Life Office, under the direct supervision of the Office Coordinator. This is an academic school year position with potential to extend to the summer. The position, as detailed below, is responsible for supporting the main functions of the Lassen Housing Office and Housing Mailroom. The CSA positions include responsibility at each location of Front Desk and Mailroom, and rotations at these locations will be at the direction of the Office Coordinator. Students are expected to be fully qualified and meet job duties and responsibilities at each location.

This is a student based learning position and it's not necessary that candidates need a comprehensive knowledge of the qualifications, but rather an expressed enthusiasm and willingness to learn in the subjects listed below. This position does not offer any paid time-off, vacation benefits, health insurance benefits, or remote work. Any needed days off during break periods or summer term must be approved by the Office Coordinator. This is not a live-in position nor is a meal plan included.

B. Qualifications

- 1) Successful candidates must be enrolled as a full time student at CSU East Bay
- 2) Full time enrollment is defined as 12 units for an undergraduate student and 8 units for a Master's candidate.
- 3) Possess minimum cumulative and semester GPA requirement of 2.5.
- 4) Be in good judicial standing with University Housing and Residence Life.
- 5) Be available to work during regular business hours, 8:00am – 7:30pm, Monday – Friday and weekend hours, 10:30am-2:30pm
- 6) Exceptional customer service skills and high energy for customer interactions is desired.
- 7) Team-oriented philosophy and positive attitude.
- 8) Strong communication and administrative skills are needed.
- 9) Must be articulate, reliable, and have a professional demeanor.
- 10) Previous office experience is recommended but not required.
- 11) Experience working with a diverse population is recommended.
- 12) Must possess basic customer service skills.
- 13) Must possess a valid state issued identification card such as drivers license, passport, etc.

C. Duties & Responsibilities

Front Desk

1. Greet walk-in guests, respond to guest inquiries, and concerns about on-campus housing.
2. Answer incoming calls on multi-line telephone, respond to email inquiries, help to schedule appointments with professional staff and track office traffic
3. Send emails as required by Professional Staff. Distribute incoming faxes and/or mail to the appropriate staff members.
4. Provide information on behalf of the department, as exemplified by:
 - a. The different types of housing offered and how to connect to current and prospective residents.
 - b. The application and contracting processes and be able to explain them to current and prospective residents, families and campus partners.
 - c. The available payment plans.
 - d. Upcoming deadlines and requirements for current and new licensees.
 - e. Permissible items within the residence halls.
 - f. General housing policies outlined in the license agreement, housing conduct guide and community living guide.
 - g. The Student Housing Website
5. Provides information on the websites, and appropriately notifies needs for website updates as it relates to frequent inquiries received.
6. Track vendor key check outs for our on-campus vendors.
7. Assist all Housing Professional Staff with daily campus deliveries and other necessary errands and special projects.
8. Assist Residents with: Lockouts, Maintenance requests through the Student Housing Portal, and Checking out equipment
9. Follow up on maintenance issues.
10. Facilitate Housing tours to future residents and their families.
11. Identify and restock office supplies as needed.
12. Participate in inventory and cleaning projects.
13. Maintain a clean and tidy general office space.
14. Create flyers or signs on behalf of the department.
15. Distribute and collect linen packets.
16. Maintain accurate record keeping by filing sensitive documents promptly, locating student files, and disposal/archival projects as assigned.
17. Escort pest control and other vendors when Building Assistants are not available.
18. Attend all required staff meetings and training.
19. Assists other professional staff as requested, assigned, and/or schedule permits.
20. Assists in other special projects as assigned. Examples include StarRez data inventory, phone banking campaign, storage inventory, keys inventory, social media campaigns, showroom set-up, etc.
21. Assist on conference turnover (inclusive of light cleaning, laundry, and setting up spaces).
22. Other duties are assigned based on needs of the department.

Mailroom

1. Greet walk-ins and respond to resident inquiries about packages and letters.
2. Distribute and issue packages to residents in a timely manner through the online database.
3. Sort incoming packages and enter them into the online system.
4. Sort incoming letters and distribute to Resident mailboxes in a timely manner.

5. Send emails to residents once their package is ready for pick-up.
6. Deliver staff mail/packages to offices.
7. Assist Residents who may have trouble opening their mailbox.
8. Be knowledgeable on mail delivery schedules and be able to communicate that to residents.
9. Assist Residents with maintenance requests through the Facilities TMA online database website for broken mailboxes.
10. Stock office supplies as needed.
11. Maintain a clean and tidy general office space.
12. Assists in other special projects as assigned. Examples include mailbox inventory, key resets, organization of the mailroom, etc.
13. Other duties are assigned based on needs of the department.

D. UHRL Special Events & Duties/Special Projects as Assigned

1. Student Assistants may be asked for availability to work non-standard hours for any needs of the department, including the following dates:
 - a. Housing Move-In Weekend
 - b. University Yield Events, i.e. Preview Day, Welcome Day, Orientation, etc.
 - c. Holiday Breaks (Periods between end of Finals and start of new term).

D. Terms of Employment

2. 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.
3. Student Assistants not enrolled in classes, but plan to work, may do so for one semester every academic year. This is called a "bridge semester." Students Assistants who are "bridge" students may be scheduled up to a maximum of 29 hours per week.
4. Must be available to **work at least 10 hours per week, but 15-20 is preferred.**
5. Maintain the required 2.5 semester and cumulative GPA throughout the term of employment. The Housing Administrative Team will complete grade checks 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.
6. 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 Assistants 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. Student Assistants must clock out for lunch breaks. Student Assistant should not clock out for rest breaks.
7. Student Assistants are 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 Assistants shall not work more than eight hours in one day.
8. All hours are to be input into the MyCSUEB timesheet each day.
9. Student Assistants will be placed on academic notice when their semester or cumulative GPA drops below a 2.5.
10. Student Assistants will receive a performance evaluation with their supervisor once per academic year.

11. Student Assistants will be placed on performance notice if they are not meeting the requirements stated in this job description, no longer meeting minimum qualifications, or they are not performing to the standards set forth by the supervisor.
12. If a Student Assistant is on academic or performance notice for two consecutive semesters within an academic year, employment will be terminated immediately.
- 13. Last day of work in the Spring Semester is May 18, 2026.**

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 their position terms & conditions. Every student assistant position is subject to a criminal background check.

Employee Name Employee Signature Date

Supervisor Name Supervisor Signature Date

MMP Name MPP Signature Date

Updated 3/11/25