

**Customer Service Student Assistant
Terms & Conditions
Student Housing & Residence Life**

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 Customer Service Student Assistant position directly supports the Student Housing and Residence Life Office, under the direct supervision of the Office Coordinator. This is a 12-month position and working during the summer, as well as holiday breaks, is mandatory. The position, as detailed below, is responsible for supporting the main functions of the Lassen Housing Office. 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, or health insurance benefits. 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

- B.1 Successful candidate 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 and semester GPA requirement of 2.5.
- B.3 Be in good judicial standing with Student Housing and Residence Life.
- B.4 Be available to work during regular business hours, 8:00am – 5:00pm, Monday – Friday
- B.5 Exceptional customer service skills and high energy for customer interactions is desired.
- B.6 Team-oriented philosophy and positive attitude.
- B.7 Strong communication and administrative skills are needed.
- B.8 Must be articulate, reliable, and have a professional demeanor.
- B.9 Previous office experience is recommended but not required.
- B.10 Experience working with a diverse population is recommended.
- B.11 Must possess basic customer service skills.
- B.12 Must possess a valid driver's license.

C. Duties & Responsibilities

- C.1 Greet walk-in guests, respond to guest inquiries, and concerns about on-campus housing.
- C.2 Answer incoming calls on multi-line telephone, respond to email inquiries, help to schedule appointments with professional staff and track office traffic

- C.3 Send emails as required by Professional Staff. Distribute incoming faxes and/or mail to the appropriate staff members.
- C.4 Be knowledgeable in:
 - C.4.1 The different types of housing offered and how to connect to current and prospective residents.
 - C.4.2 The application and contracting processes and be able to explain them to current and prospective residents, families and campus partners.
 - C.4.3 The available payment plans.
 - C.4.4 Upcoming deadlines and requirements for current and new licensees.
 - C.4.5 Permissible items within the residence halls.
 - C.4.6 General housing policies outlined in the license agreement, housing conduct guide and community living guide.
 - C.4.7 The Student Housing Website
- C.5 Track vendor key check outs for our on-campus vendors.
- C.6 Responsible for assisting all Housing Professional Staff with daily campus deliveries and other necessary errands and special projects.
- C.7 Assist Residents with:
 - C.7.1 Lockouts
 - C.7.2 Maintenance requests through the Student Housing Portal
 - C.7.3 Checking out equipment
- C.8 Follow up on maintenance issues.
- C.9 Facilitate and schedule Housing tours to future residents and their families.
- C.10 Stock office supplies as needed.
- C.11 Maintain a clean and tidy general office space.
- C.12 Distribute and collect linen packets.
- C.13 Maintain accurate record keeping by filing sensitive documents promptly and locating student files.
- C.14 Escort pest control and other vendors when Building Assistants are not available.
- C.15 Attend all required staff meetings and trainings.
- C.16 Assists other professional staff as needed.
- C.17 Other duties as assigned.

D. Terms of Employment

- D.1 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 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.
- D.3 Must be available to **work at least 10 hours per week, but 15-20 is preferred.**
- D.4 Maintain the required 2.5 semester and cumulative GPA throughout the term of employment. The Housing Business Services Manager 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.

- D.5 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.6 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 Assistant shall not work more than eight hours in one day.
- D.7 All hours are to be input into the MyCSUEB timesheet each day.
- D.8 Student Assistant will be placed on academic notice when their semester or cumulative GPA drops below a 2.5.
- D.9 Student Assistant will receive a performance evaluation with their supervisor once per academic year.
- D.10 Student Assistant will be placed on performance notice if they are not meeting the requirements stated in this job description, or they are not performing to the standards set forth by the supervisor.
- D.11 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 their position terms & conditions. Every student assistant position is subject to criminal and background check.

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