

**Customer Service Student Assistant
Terms and Conditions
Student Housing & Residence Life
California State University, 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 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 Business 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 semester 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 a minimum cumulative GPA requirement of 2.5.
- B.3 Be in good judicial standing with Student Housing and Residence Life.
- B.4 Available to work during regular business hours, 8:00am - 7:00pm, Monday - Thursday, 8:00am - 5:00pm Friday, and Saturday 10:00am -3:00pm. 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. Also must be available to work at one of the two Campus wide recruitment events, Welcome Day and Preview Day.
- B.5 Exceptional customer service skills and high energy for customer interactions.
- B.6 Team-oriented philosophy and positive attitude.
- B.7 Strong communication and administrative skills are needed.
- B.8 Establish and maintain cooperative working relationships within a diverse multicultural community.
- B.9 Must be articulate, reliable, and have a professional demeanor.
- B.10 Previous office experience is recommended.
- B.11 Open to all majors and academic class standing.
- B.12 Assistant will be asked on occasion to work weekend hours but will receive adequate notice of these dates for planning purposes.
- B.13 Experience working with diverse population is recommended.
- B.14 Must possess basic customer service skills.
- B.15 Must possess a valid driver's license.

C. Duties and Responsibilities

Front Desk

- 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, schedule appointments for residents to meet with their Resident Account Coordinator (RAC), and track incoming phone calls and walk-ins.
- C.3 Manage student appointments and send appointment reminders.
- C.4 Distribute incoming mail/email/faxes to the appropriate staff members.
- C.5 Be knowledgeable in:
 - C.5.1 Different types of housing offered and how to connect to potential residents.
 - C.5.2 Application and contracting processes and be able to explain them to potential residents and their families.
 - C.5.3 Payment plans offered through the Student Housing department.
 - C.5.4 Upcoming deadlines and requirements for new licensees.
 - C.5.5 Permissible items within the residence halls.
- C.6 Track vendor key check-outs for our on campus vendors.
- C.7 Responsible for assisting all Housing Professional Staff
- C.8 Daily campus deliveries and other necessary errands.
- C.9 Assist Residents with:
 - C.9.1 Lockouts.
 - C.9.2 Maintenance requests through the Facilities TMA website.
 - C.9.3 Maintenance requests through the Student Housing Portal website.
- C.10 Follow up on maintenance issues.
- C.11 Facilitate and schedule Housing tours to future residents and their families and track and analyze tour data.
- C.12 Stock office supplies as orders come in.
- C.13 Distribute and collect linen packets for new students.
- C.14 Maintain accurate record keeping by filing sensitive documents promptly and locating student files (past and present) in order for the RAC to prepare for their meetings with students.
- C.15 Escort pest control and other vendors when a building assistant is unavailable.
- C.16 Attend all required staff meetings and trainings.
- C.17 Other duties as assigned.

Mail Room

- C.18 Sort incoming:
 - C.18.1 Packages and Letters by entering them into the online system and distributing to residents and staff in a timely manner.
- C.19 Send emails to residents once their package is ready for pick-up.
- C.20 Be knowledgeable on mail delivery schedules and be able to communicate that to residents.
- C.21 Assist residents who may have trouble opening their mailbox.
- C.22 Assist residents with maintenance requests through the Facilities TMA online database website for broken mailboxes.

D. Terms of Employment

- D.1 Student Assistant 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 Students Assistants who are not enrolled in classes and are planning on working may do so for one semester every academic year; called a bridge semester. Students who are "bridge" students may be scheduled up to a maximum of 29 hours per week. It is not required to reach the maximum hours allotted but it is recommended that students be available to work at least 10 hours a week.
- D.3 Maintain the required 2.5 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.4 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. 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.5 Student Assistant is 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.6 All hours should be input into the MyCSUEB timesheet by the end of each work week and no later than the last day of each pay period. It is recommended that hours are input into the MyCSUEB timesheet each day.
- D.7 Student Assistant will be placed on academic notice when their cumulative GPA drops below a 2.5.
- D.8 Student Assistant will receive a performance evaluation with their supervisor once per academic year, occurring in May.
- D.9 Student Assistant will be placed on performance notice if s/he is not meeting the requirements stated in this job description, or they are not performing to the standards set forth by the supervisor.
- D.10 If a Student Assistant is on academic or performance notice for two consecutive semesters, 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 the position specific job description. Every student assistant position is subject to 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 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.

Employee Name

Employee Signature

Date

Supervisor Name

Supervisor Signature

Date

MMP Name

MPP Signature

Date