

**Residence Hall Front Desk Assistant  
Student Housing & Residence Life  
California State University, East Bay**

**Terms and Conditions 2020-2021**

**A. Position Overview**

The Residence Hall Front Desk Assistant (Front Desk Assistant) works closely with other Student Housing & Residence Life staff as well as residents to foster a safe community environment within the buildings. The Front Desk Assistant provides excellent customer service by connecting with residents, responding to resident inquiries, registering visitors and guests, directing students to resources, checking out equipment, and implementing Student Housing & Residence Life policies and procedures related to the operation of the Front Desks. The Front Desk Assistant reports directly to the Senior Resident Assistant (SRA) and the Residence Life Coordinator (RLC). The Front Desk Assistants for Juniper, Sequoia, Tamalpais, and University Village must be available to work shifts between 8:00 PM - 12:00 AM on Sunday- Thursday nights, 8:00 PM - 1:00 AM on Friday and Saturday nights, and attend monthly staff meetings. The Front Desk Assistants for El Dorado Hall must be available to work shifts between 10:00 AM-12:00 AM on Monday-Friday, 12:00 PM - 12:00 AM on Saturday and Sunday, and attend monthly staff meetings. In addition, Front Desks may remain open during all or part of academic recess and Front Desk Assistants might be required to take shifts during the break periods. Front Desk Assistant positions are considered a student assistant position and as such are at-will and employees can choose to leave the position at any time and can be released from the position at any time.

**B. Conditions**

- B.1 The Front Desk Assistant must be enrolled as a full-time student at CSU East Bay during the period of employment. Full time enrollment is defined as 12 units for an undergraduate student and 8 units for a Master's candidate.
- B.2 The Front Desk Assistant must maintain a minimum 2.5 cumulative GPA.
- B.3 The Front Desk Assistant must remain in good academic and conduct standing with the University and Student Housing and Residence Life.
- B.4 The Front Desk Assistant must have at least a sophomore standing by their employment start date.
- B.5 The Front Desk Assistant must complete all online training for the position.
- B.6 The Front Desk Assistant must have lived on campus for at least one semester by their employment start date.
- B.7 The Front Desk Assistants for Juniper, Sequoia, Tamalpais, and University Village must be available to work shifts between 8:00 PM - 12:00 AM on Sunday- Thursday nights, 8:00 PM - 1:00 AM on Friday and Saturday nights, and attend monthly staff meetings. The Front Desk Assistants for El Dorado Hall must be available to work shifts between 10:00 AM - 12:00 AM on Monday-Friday, 12:00 PM - 12:00 AM on Saturday and Sunday, and attend monthly staff meetings. The Front Desk Assistant may also need to be available to work during emergencies or breaks.

### **C. Duties and Responsibilities**

- C.1 Arrive on time for all scheduled shifts and work through the end of their scheduled shift
- C.2 Wear the staff uniform and ID provided by Student Housing & Residence Life during shifts
- C.3 Demonstrate a positive and welcoming attitude as an employee and representative of CSUEB Student Housing & Residence Life
- C.4 Provide excellent customer service by greeting residents, responding to all resident inquiries/concerns, and directing students to resources.
- C.5 Maintain security of the residence halls by monitoring all entrances/exits of the building
- C.6 Report and respond to emergencies according to Student Housing & Residence Life protocols
- C.7 Check-in/out visitors, approved overnight guests, and equipment
- C.8 Maintain a clean, safe, and inclusive environment conducive to providing excellent customer service to a diverse community
- C.9 Secure, maintain, and properly use Front Desk supplies. Report broken or stolen equipment to the supervisor
- C.10 Use job-related software (Humanity, StarRez, the surveillance camera system, et cetera) efficiently to carry out tasks
- C.11 Manage sensitive information and maintain confidentiality
- C.12 Accurately enter all work hours into PeopleSoft (MyCSUEB) timesheet at the start and end of each shift.
- C.13 Follow procedures to request shift changes or cancellations
- C.14 Communicate with supervisors about availability to work during major holidays, Final Exams week, winter and spring breaks, and throughout the semester
- C.15 Attend trainings and monthly Front Desk Assistant staff meetings
- C.16 Serve as a role model and demonstrate good judgment and ethical behavior. This includes behaving within the law and all policies and procedures established by the University and Student Housing and Residence Life during the entire period of appointment
- C.17 Other duties as assigned.

### **D. Terms of Employment**

- D.1 Compensation: Front Desk Assistants are paid hourly at a starting rate of \$14/hour.
- D.2 All candidates that have been offered and have accepted the position MUST read through the Terms and Conditions of the position. 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. Signing the job description signifies a clear understanding of the expectations. The due date will be conveyed in the offer letter.
- D.3 Front Desk Assistants 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 (Residence Life Coordinator) approval.
- D.4 Front Desk Assistants must maintain the required 2.5 cumulative GPA throughout the term of employment. A GPA check will be conducted in May (to confirm eligibility for fall semester) and in January (to confirm eligibility for spring semester) in order to ensure compliance with the academic requirements of the position.
- D.5 Front Desk Assistants must have a record of all hours worked. Front Desk Assistants are required

to record time using their timesheet and the Humanity software to clock-in at the beginning and end of each shift. Front Desk 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. Front Desk Assistants must clock out for lunch breaks but should not clock out for rest breaks.

- D.6 Front Desk Assistants are required to take breaks/meals in conjunction with University Policy and state labor laws. Front Desk Assistants shall not work more than 8 hours per day or 20 hours per week at on-campus jobs.
- D.7 Front Desk Assistants will be release from their position if their cumulative GPA drops below a 2.5
- D.8 If residing on campus, Front Desk Assistants are expected to move back by Tuesday, August 11, 2020 between 9:00 AM-5:00 PM.
- D.9 Front Desk Assistants are expected to attend mandatory training on Wednesday, August 12 from 9:00 AM-5:00 PM.
- D.10 This position is at-will.

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 Front Desk Assistants are required to sign the position specific job description. Every Front Desk 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 the terms and conditions. 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.**

_____	_____	_____
Employee Name	Employee Signature	Date
_____	_____	_____
Supervisor Name	Supervisor Signature	Date
_____	_____	_____
MMP Name	MPP Signature	Date