A. **Position Overview**
Front Desk Assistants work 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. Front Desk Assistants are supported by the Area Coordinator and Assistant Area Coordinator for their assigned area.

B. **Conditions**

B.1 Front Desk Assistants must be enrolled as a full-time student at Cal State 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 Front Desk Assistants must maintain a minimum 2.5 cumulative GPA.

B.3 Front Desk Assistants must remain in good academic and conduct standing with the University and Student Housing and Residence Life.

B.5 Front Desk Assistants must complete all online training for the position.

B.6 Front Desk Assistants must have lived on campus at least one semester.

B.7 Front Desk Assistants must be available to work shifts between 8:00 PM - 1:00 AM Sunday- Thursday and 8:00 PM - 2:00 AM on Friday and Saturday nights. In addition, Front Desk coverage may also be needed during all or part of academic breaks and holidays.

C. **Duties and Responsibilities**

C.1 Arrive on time for all scheduled shifts and work through the end of the scheduled shift

C.2 Adhere to the Student Housing & Residence Life student assistant dress code policy

C.3 Demonstrate a positive and welcoming attitude as an employee and representative of Cal State East Bay’s Student Housing & Residence Life department.

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 Foster a safe and inclusive residential community.

*Updated 6/21/2021*
C.9 Ensure proper use of Front Desk supplies. Report broken or stolen equipment to your supervisor.

C.10 Use job-related software (Humanity, StarRez, the surveillance camera system, etc) to carry out job tasks

C.11 Manage sensitive information and maintain confidentiality

C.13 Follow procedures to request shift changes or cancellations

C.14 Communicate with your supervisor about conflicts with assigned shifts.

C.15 Attend training and Front Desk Assistant team meetings as needed.

C.16 Serve as a role model and demonstrate good judgment and ethical behavior. This includes adhering to all laws and policies and procedures established by Cal State East Bay and Student Housing and Residence Life.

C.17 Other duties as assigned.

D. Terms of Employment

D.2 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 (Area Coordinator) approval.

D.3 Front Desk Assistants must maintain the required 2.5 cumulative GPA throughout the term of employment. A grade check will be completed in July (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). Front Desk Assistants will be released from their position if their cumulative GPA drops below a 2.5.

D.4 Front Desk Assistants must have a record of all hours worked. Front Desk Assistants are required to record time using 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 should also clock out for required lunch breaks when applicable.

D.5 Front Desk 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. Front Desk Assistants must be given a minimum of a half-hour unpaid lunch break when scheduled to work six consecutive hours or more. 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 are expected to move back on-campus on Tuesday, August 10, 2030 between 9:00 AM-5:00 PM.

D.8 Front Desk Assistants are expected to attend mandatory training on Wednesday, August 11 from 9:00 AM-5:00 PM. Meals will be provided during training.

D.9 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.

Updated 6/21/2021
learning about potential hazards; and reporting unsafe conditions. Every Front Desk Assistant is also subject to a 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