

**El Dorado Mailroom Student Assistant**  
**Job Description**  
**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 El Dorado Mailroom Assistant position directly supports the Student Housing and Residence Life Office. The position, as detailed below, is responsible for managing and maintaining the functions of the El Dorado Mailroom throughout the academic year including break periods. This is a student based learning position and it's not necessary that candidates need a comprehensive knowledge of the qualifications. This position does not offer any paid time-off, vacation benefits, or health insurance benefits. Any needed days off during break periods or summer quarter must be approved by the supervising professional staff member. 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 quarter 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, 10 am - 3 pm, Monday – Friday. 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.
- B.5** Must possess basic customer service skills.
- B.6** Must possess a valid driver's license.
- B.7** Team-oriented philosophy and positive attitude.
- B.8** Establish and maintain cooperative working relationships within a diverse multicultural community.
- B.9** Must be articulate, reliable, and have a professional demeanor.

**C. Duties and Responsibilities**

- C.1** Greet walk-ins and respond to resident inquiries about packages and letters.
- C.2** Distribute and issue packages to residents in a timely manner through the online database.
- C.3** Sort incoming packages and enter them into the online system.
- C.4** Sort incoming letters and distribute to Resident mailboxes in a timely manner.
- C.5** Send emails to residents once their package is ready for pick-up.
- C.6** Deliver staff mail/packages to offices.
- C.7** Assist Residents who may have trouble opening their mailbox.
- C.8** Be knowledgeable on mail delivery schedules and be able to communicate that to residents.
- C.9** Assist Residents with maintenance requests through the Facilities TMA online database website for broken mailboxes.

- C.10 Stock office supplies as needed.
- C.11 Maintain a clean and tidy general office space.
- C.12 Other Duties as Assigned from various Professional Staff members.
- C.13 Attend All Required Staff Meetings and Trainings.

**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 Maintain the required 2.5 cumulative GPA throughout the term of employment.
- D.3 Student Assistant 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.4 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.5 All hours should be input into the MyHR 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 MyHR timesheet each day.
- D.6 Student Assistant will be placed on academic notice when their quarterly or cumulative GPA drops below a 2.5.

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.