

# Student Assistant Application Information

## **Job Description:**

The Housing and Residential Life Student Assistant is an on-campus position based in the Housing and Residential Life office in the Hillside Commons. Under general supervision from the Office Manager of Housing, Student Assistants will perform a variety of customer service functions including operation of the telephone, receiving the public and answering general information questions about the residence halls, taking messages, replying to emails, assisting in housing tours, maintaining and updating necessary records, and contacting appropriate staff in an emergency.

## **Work Assignments:**

Student Assistants will be hired on an individual basis in respect to their class schedule and the needs of the Housing Office. It is important that Student Assistants are knowledgeable of the Housing and Residential Life Department. Student Assistants will cover duties at the Front Office of Housing and Residential Life Office as well as at the Pointe Event Center. Students can expect to receive between 10 and 20 hours each week (not to exceed 20). Preference in scheduling is given to returning student assistants and applicants with the most availability and related work experience.

## **Competencies:**

A highly qualified applicant possesses the following skills:

### **A. Communication**

- i. Clear and concise verbal and written communication skills and is highly proficient in composing and editing emails and other office documents.
- ii. Ability to maintain a high quality of work in all assigned projects.

### **B. Customer Service**

- i. Ability to interact, connect, and empathize with diverse populations. Provides the highest level of customer service to all guests through phone, email, and in-person interactions.
- ii. Previous experience in a customer service related role highly preferred.

### **A. Work Ethic and Motivation**

- i. Dependable and able to maximize use of time.
- ii. Self-motivated and able to complete tasks independently without supervision.

### **B. Office Technologies**

- i. Demonstrates competency working with computers, copy machines, office telephones, scanners, and various other technologies like Microsoft Outlook, Excel, Adobe Acrobat Pro, and OneDrive.

### **C. Conduct and Attendance**

- i. Exemplifies professional conduct and adherence to Housing and Residential Life Core Values.
- ii. Must have excellent attendance and conduct record for consideration.
- iii. Knowledge of and ability to enforce Housing & Residential Life policies and procedures.



**Physical & Other Requirements:**

- Applicants must submit an application online.
- Must be able to work Monday-Friday 8 AM - 5 PM and occasional evening/weekends.
- Must at time of hire have an overall CSULB GPA of 2.0 or higher & a minimum semester GPA of 2.0
- No outstanding balances at CSULB.
- No current or pending disciplinary sanctions at CSULB.
- Regularly required to stand, walk, reach with hands & arms, stoop, kneel or crouch.
- Regularly lift and/or move up to 25 pounds.

**Training & Staff Meetings:**

A training will be held at the start of the position. More information will be communicated to the hired student assistants before that time. Student assistants will be paid for their time during this training. Student Assistants will have mandatory staff meetings on a needed basis.

**Application Process:**

A completed Student Assistant Application should be submitted to the main housing office. Phone or in person interviews may take place for new hires and all applicants will be contacted via email.

**Compensation:**

Hourly rate is \$15.50.

We appreciate your interest in the position and look forward to reviewing your application.

