## STUDENT ASSISTANT JOB DESCRIPTION

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<tr>
<th>Department: Housing &amp; Residence Life</th>
<th>Supervisor: Lead Coordinator for Residence Life</th>
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<tr>
<td><strong>Job Title:</strong> Student Assistant - Housing &amp; Residence Life (Summer)</td>
<td><strong>Hours to be Worked:</strong> Up to 40 hours/week during the summer.</td>
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<td><strong>Pay Level:</strong> 1</td>
<td><strong>Hourly Pay Rate:</strong> $13.00/hour + housing</td>
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**Job Summary (purpose of nature of work):**

The Summer Student Assistants assist the Office of Housing & Residential Life (HRL) in answering the phones, performing summer resident lock-outs, providing customer service at the HRL front office and will perform day-to-day activities involving receiving letters and packages for the Campus Mailroom. The Summer Office Assistants are required to work "on-duty" shifts, including evenings and weekends. "On-duty" duties include (but not limited to) overseeing late fielding guest complaints and requests, mitigating room assignment changes, room checks, and assisting with conference on-call tasks as needed.

**Job Duties:**

**The positions assist the Office of Housing & Residential Life with the following, but not limited to:**
- Ensure that a high level of customer service is provided to all customers and staff.
- Greet and assist walk-in traffic answering general housing questions and taking appointment requests to meet with Professional Staff.
- Check e-mail and responds to daily inbox messages and answer the office phone, transfer calls as appropriate, check voicemail and leave messages.
- Assist residential students and conference groups with lockout procedures including documenting lockout charges, encoding PortPasses, and issuing/retrieving spare keys.
- Perform resident and conference group check-outs and check-ins procedures including collecting keys, completing appropriate paperwork, and assessing room conditions.
- Enter facility work order requests into campus work order management system.
- Perform room key and office supplies inventories.
- Draft and generates routine communications in regards to departmental updates, events, and selection processes.
- Distribute campus and event flyers in the residence halls.
- Provide escorting services to campus vendors (i.e. Pest Control, Vending Machines, WASH Laundry, Staples) and custodial team to perform cleaning duties, regular maintenance, and special projects.

**The positions assists with the Campus Mailroom with the following, but not limited to:**
- Perform a variety of mail delivery tasks including receiving, signing, sorting, and storing all incoming & outgoing mail and packages.
- Sign and verify packages received from various mail carriers (USPS, FedEx, UPS, Amazon, and special deliveries).
- Enter data and utilize tracking software to track and maintain accurate records of received packages and packages picked up by customers.
- Assist summer conference guests with package pick-up, lost mail & package concerns, and other mail/package requests and questions.
- Assign student mailboxes and mailbox keys in preparation for the academic year.
- Ensure security of mailroom, packages, and mail keys.
• Document incidents using the appropriate incident reporting Maxient system and follow up on incidents with Mail Room Supervisor and Student Life Professional Staff.
• Report any suspicious packages/mail and theft concerns immediately to Mail Room Supervisor, Campus Police, and Office of Housing & Residential Life.
• Respond to any emergency procedures, crises response, and policy violations by contacting University Staff, Campus Police, and Office of Housing & Residential Life.

Required (or Preferred) Skills, Knowledge, and Abilities:
• Strong interpersonal communication, solid organizational, and customer service skills.
• Has knowledge and familiarity with university housing and the Cal Maritime Academy campus.
• Ability to work independently with high level of attention to detail, organizational skills, and under pressure.
• Understands and abide by all residential life and campus policies.
• Possesses technical skills including the ability to learn and use key card access system and Microsoft Office software (Word, Excel, Outlook, and PowerPoint).
• Be able to work in an office setting using standard office equipment including computer, photocopier, printer, and telephone.
• Be able to lift at least 25 pounds and be able to climb stairs, conduct rounds of buildings, and be able to respond to lockouts and emergencies.
• Ability to use sound judgement in detecting suspicious packages and mail.
• Ability to lift and carry up to 50 pounds, with and without accommodation.
• Works for long periods of standing, walking, bending, and lifting heavy and large packages.
• Maintains confidentiality of student records and package/mail information, solve problems with sound judgement, and make referrals.
• Work availability during regular business hours, evenings, weekends, and break periods.

Background Check: Satisfactory completion of a background check (including a criminal records check and fingerprinting) is required for employment. CSU will make a conditional offer of employment, which may be rescinded if the background check reveals disqualifying information, and/or it is discovered that the candidate knowingly withheld or falsified information. Failure to satisfactorily complete the background check may affect the continued employment of a current CSU employee who was conditionally offered the position.

Mandated Reporter: The person holding this position is considered a ‘mandated reporter’ under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 revised July 21, 2017 as a condition of employment.

Cal Maritime is an Equal Opportunity, Affirmative Action Employer. The university subscribes to all state and federal regulations and prohibits discrimination based on race, color, religion, national origin, sex, gender identity/gender expression, sexual orientation, marital status, pregnancy, age, disability, genetic information, medical condition, covered veteran status, or any other protected status.