



Dear Applicant:

Thank you for your interest in the Summer Student Assistant position with the Office of Housing & Residential Life. Within this packet you will find all necessary materials and information to apply for the Summer Student Assistant position.

Students applying for a Summer Student Assistant position must meet the following qualifications

- Good academic standing with a cumulative GPA of 2.0 at the time of application and start of employment
- Current CMA student enrolled in classes for the fall term
- Have knowledge of basic computer applications and the ability to learn new software as needed
- Strong communication and customer service skills, a positive attitude about the California Maritime Academy, friendly outgoing personality and an eye for detail
- Integrity, responsibility, accountability, self-motivation and the ability to work autonomously
- Must be physically able to lift furniture, boxes, and/or equipment
- Living on campus is a requirement of this position

A completed application will include the following

- A completed Summer Staff Assistant Application
- A copy of the applicant's resume
- One completed reference form from a current or previous supervisor
 - *If no current or previous supervisor available, one completed reference form from a staff or faculty member*

All application materials are due no later than **March 29th, 2013 by 5:00 pm** to the Office of Housing & Residential Life. Interviews will occur week of April 2nd, 2013 – April 5th, 2013. Final offers for the position will occur on April 8th, 2013.

For questions about the application process please contact John Buchanan, Coordinator for Residential Life and First Year Experience (jbuchanan@csum.edu). Thank you again for your interest and best of luck with the selection process.

Sincerely;
John Buchanan



Openings: 8-10

Reports to: Summer Staff Coordinator, Director of Housing & Residential Life

Remuneration: Rent-Free Double Occupancy Room in McAllister Hall

Starting wage is \$8.50/hour (less standard deductions) for up to 40 hours/week.

Meal Stipend of \$50.00/week

Dates of Employment: May 13th, 2103 – August 28th, 2013

Position Overview:

Summer Staff Assistants (SSAs) are responsible for assisting with departmental administrative tasks, building maintenance and providing quality customer service to guests attending conferences hosted at the California Maritime Academy. The SSAs are staff members of the department of Housing & Residential Life and will be supervised by the Summer Staff Coordinator. SSAs serve as representatives of California Maritime Academy and provide the supervision and safety of the conference guests while they are in on-campus housing. SSAs also participate in a summer on call rotation schedule to maintain the safety and security of Housing & Residential Life facilities.

Qualifications:

- Good academic standing with a cumulative GPA of 2.0 at the time of application and start of employment
- Current CMA student enrolled in classes for the fall term
- Have knowledge of basic computer applications and the ability to learn new software as needed
- Strong communication and customer service skills, a positive attitude about the California Maritime Academy, friendly outgoing personality and an eye for detail
- Integrity, responsibility, accountability, self-motivation and the ability to work autonomously
- Must be physically able to lift furniture, boxes, and/or equipment
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Expectations, Duties and Responsibilities:

Administrative

- Behave and display yourself in a professional manner at all times
- Take inventory of all keys and access cards weekly and communicate missing/damaged items to the Summer Staff Coordinator
- Coordinate and process guest check-in/out using the appropriate paperwork and computer software
- Complete Fixit requests for building problems, damages, etc. as requested by guests
- Check e-mail and mailbox in SSA office daily
- Availability on weeks, holidays and weekends on a rotating basis
- Prepare buildings for conference occupancy (IE: key packets, bulletin boards, building walkthroughs, etc.)

Customer Service

- Provide guests with positive customer service and experience at CMA
- Take appropriate action if there is a problem, incident, etc.
- Communicate with group leaders and guests about Residential Life & CMA policies
- Enforce Student Handbook policies

- Abstain from alcohol and drug use while on campus or before assigned shifts. Alcohol and drugs are not permitted in the residence halls

Front Desk

- Work scheduled hours at the Office of Housing & Residential Life
- Wear staff shirt, name tag and appropriate clothing working in the Office of Housing & Residential Life or on duty
- Keep SSA office & Housing Office clean, uncluttered, and take out trash as needed
- Represent Housing & Residential Life as the first point of contact
- Answer the office phone courteously, transfer calls as appropriate, check voicemail and leave complete messages
- Utilize resources such as desk logs and binders to give out current and accurate housing and college information

Duty Responsibilities

- Serve on the SSA on call schedule to check in guests, answer questions and provide information
- Carry and use all duty keys appropriately to complete duties
- Maintain on campus presence while on duty, as directed by the Summer Staff Coordinator
- SSAs will be on duty during hours that the Office of Housing & Residential Life is closed
- Conduct at least 3 rounds in the course of the shift between 8pm-midnight. Complete additional rounds as needed
- Complete duty logs.
- Complete Fixit requests for building problems/damages noticed during rounds
- Tend to the security of the buildings when in the building (check locks, un-prop doors, close windows, etc.)
- Be prepared to manage incidents and emergencies and call the appropriate people to remedy the situation immediately (i.e. pro-staff on call, campus police services, 911, etc.)

Housekeeping

- Thoroughly clean and prepare rooms according to the office of Housing & Residential Life specifications as needed
- Perform maintenance checks as directed by the Summer Staff Coordinator
- Complete Fixit request for building problems/damages noticed during cleaning
- Set up rooms for conference occupancy as needed
- Inventory and store lost and found items

Maintenance

- Repair and maintain Housing & Residential Life facilities and troubleshoot issues
- Maintain furniture as required which may include removal and installation
- Wash and clean walls, breezeways, ceilings, and floors as assigned
- Work with Physical Plant Services and ABM staff as needed
- Be available on some weekends and evenings to address minor maintenance and facility issues
- Be observant while in/around residential facilities and report any maintenance or custodial concerns

Teamwork

- Cooperate and work with all other staff members and handle conflicts in a mature and productive manner
- Have a positive attitude and be willing to contribute to an encouraging work environment
- Attend all staff meetings and training sessions, no exceptions

Other Duties as Assigned

There may be additional duties that are not listed which will need to be performed at the direction of the Director of Housing & Residential Life.



CAL MARITIME
Office of Housing & Residence Life

Summer Conference Assistant Application

PERSONAL INFORMATION

NAME: _____ STUDENT ID #: _____
Last First MI (Not your SSN)

Gender: Male Female Date of Birth: ____ / ____ / ____

Campus Address: _____
Building Room # Mailbox#

Summer Address: _____
Street & Number City State Zip

Contact Phone Number: _____ E-mail: _____

Previously worked for Housing & Residential Life: Yes No

I am currently scheduled to be on:

TSGB Cruise International Experience Commercial Cruise Internship Co-Op Available all summer

First Date Available: ____/____/2013 Last Date Available: ____/____ 2013

QUALIFICATIONS & SKILLS

Please attach a resume with this application and submit to the office of Housing & Residential Life

Describe the experience you have had working in a customer service position:

Describe your experience working in an administrative position (paperwork, filing, etc.):

VERIFICATION

Please sign below, indicating that the information contained in this application is accurate to the best of your knowledge. Pursuant to the Family Education Rights & Privacy Act of 1974, the signature and date below authorize the Office of Housing & Residential Life to Obtain and use the applicant's grade and disciplinary information for consideration for employment.

I also acknowledge that I am responsible for all rules and regulations, including grooming standards and dress code contained within the Student Handbook during summer employment or residence.

Applicant's Signature: _____ Date: _____

CAL MARITIME

Summer Student Assistant REFERENCE FORM

To The Reference Provider: Summer Staff Assistants (SSAs) are responsible for assisting with departmental administrative tasks, building maintenance and providing quality customer service to guests attending conferences hosted at the California Maritime Academy. The SSAs are staff members of the department of Housing & Residential Life and will be supervised by the Summer Staff Coordinator. SSAs serve as representatives of California Maritime Academy and provide the supervision and safety of the conference guests while they are in on-campus housing.

In the space below please comment as to this candidate's ability in these areas as well as his or her potential as a student leader, CMA representative and customer service provider.

Applicant's Name: _____
(Please print)

To The Applicant: Under terms of the Family Education Rights and Privacy Act of 1974, applicants have the right to review evaluations. Please indicate if you wish to retain or waive these rights.

[] I wish to **waive** my right to review this reference.

[] I wish to **retain** my right to review this reference.

Applicant's Signature: _____ **Date:** _____

THE RATING PROCESS

Please make an honest appraisal of this person's ability to work effectively as a staff in a residence hall. Rate each characteristic by checking the response that most accurately describes the applicant.

A. Personal Characteristics:

	Excellent	Good	Average	Poor
Reliability				
Maturity				
Confidence				
Flexibility				
Enthusiasm				
Creativity				
Sensitivity				
Integrity				
Listening Skills				

B. Job-Related Abilities

	Excellent	Good	Average	Poor
Ability to develop trust and respect				
Problem Solving				
Policy Enforcing				
Work Relationships				

	Excellent	Good	Average	Poor
Confidentiality				
Organization Skills				
Time Management Skills				
Verbal Communication Skills				
Written Communication Skills				

C. In reference to the staff position, what strengths does the applicant possess that would make him/her an effective staff member?

E. How long have you know the applicant and in what capacity?

Printed Name of Reference

Signature of Reference

Date

**Please return this reference form in a sealed and envelope to:
The Office of Housing & Residential Life
By:
Wednesday March 29th, 2013.**