

Department: Cal Maritime Corporation	Supervisor: Mark Goodrich
Job Title: Summer Student Assistant	Hours to be Worked: Up to 40 hours/week during the summer.
Pay Level: 1	Hourly Pay Rate: \$16.00/hour + housing

Job Summary (purpose of nature of work):

The Summer Student Assistants assist in answering the phones, performing summer resident lock-outs, providing customer service at the front door and will perform day-to-day activities involving checking in and out guests. 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.



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.

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.

Title IX: Please view the Notice of Non-Discrimination on the Basis of Gender or Sex and Contact Information for Title IX Coordinator at: <https://www2.calstate.edu/titleix>

EEO Statement: 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. Reasonable Accommodations will be provided to applicants with qualifying disabilities who self-disclose by contacting the Benefits Coordinator at (707) 654-1146.