STUDENT ASSISTANT JOB DESCRIPTION

Department: Office of the Commandant  Supervisor: Natalia Abrego

Job Title: Cadet Assistant – Mailroom  Hours to be Worked: 10-20 Hours

Pay Level: 1  Hourly Pay Rate: $15.00/hr

Job Summary (purpose of nature of work):
The Cadet Mailroom Assistant plays an integral role in the daily operations of the campus mailroom. Mailroom Assistants will provide efficient, accurate, and secure delivery of resident mail and packages. Mail assistants will work shifts in the campus mailroom hours varying from 0800-1800 Monday-Friday and 1100-1300 on Saturdays.

Job Duties:
- Will perform a variety of mail delivery tasks including receiving, signing, sorting, and storing all incoming & outgoing mail and packages.
- Signs and verifies packages received from various mail carriers (USPS, FedEx, UPS, Amazon, and special deliveries).
- Enters data and utilizes tracking software to track and maintain accurate records of received packages and packages picked up by customers.
- Assists cadets at the mailroom desk with package pick-up, lost mail & package concerns, lost mail key notifications, and other mail/package requests and questions.
- Assigns and maintains cadet mailboxes and mailbox keys throughout academic year.
- Ensures security of mailroom, packages, and mail keys.
- Documents incidents using the appropriate incident reporting Maxient system and follows up on incidents with Mail Room Lead and cadets Life Professional Staff.
- Reports any suspicious packages/mail and theft concerns immediately to Mail Room Lead, cadet Life Professional Staff, 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 and customer service skills.
- Ability to work independently with high level of attention to detail, organizational skills, and under pressure.
- Ability to use sound judgement in detecting suspicious packages and mail.
- Ability to lift and carry up to 50 pounds. Reasonable accommodations may be made to perform the essential functions.
- Works for long periods of standing, walking, bending, and lifting heavy and large packages.
- Maintains confidentiality of cadet 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.