

Front Desk Assistant Position Description

2022-2023

The Front Desk Assistant (FDA) position is a student assistant position with duties focusing on general reception, hall safety and security, and routine administrative tasks during scheduled hours of operation. Front Desk Assistants are supported by the Residence Hall Coordinator and/or Graduate Student Assistant for their assigned area. Front Desk Assistants work closely with other University Housing Services staff, as well as residents to foster a safe community environment. Front Desk Assistants are to reflect a positive attitude and support California State University, Sacramento, and University Housing Services policies. Confidentiality is to be observed at all times and without exception. California State University, Sacramento is committed to an equitable and inclusive campus culture and successful applicants for this position are expected to be developing and practicing cultural competence in their work.

Compensation and Hours

The FDA position can be assigned to work no more than twenty (20) hours per week at the rate \$15.00 per hour. FDAs are expected to work a minimum of (8) eight hours weekly. During break periods and with approval of the Associate Director of Residential Education, FDAs may work up to 40 hours a week.

Front Desk Assistant work shifts are scheduled with consideration of the students' class schedule. University Housing Services front desks operate 24/7 - (7) seven days a week, (24) twenty-four hours each day. FDA's will be assigned to work shifts during time frames when they are not scheduled to be in class.

Employee Learning Outcomes

Student employees will be able to:

- Demonstrate competence in administrative duties (paperwork, attend mandatory meetings, complete time sheets);
- Demonstrate high level of customer service, responsibility, role modeling, flexibility, and communication;
- Utilize campus resources to solve problems related to the job and assist in job duties;
- Utilize residence hall staff and University Police as resources during emergency situations and communicate with them frequently and appropriately;
- Recall basic emergency response protocol relevant to location.

Job Summary

Under the general supervision of a Residence Hall Coordinator or Graduate Student Assistant, the incumbent has responsibility to:

- Demonstrate a positive and friendly attitude as an employee and representative of Sac State University Housing Services by creating and maintaining a welcoming, equitable, and inclusive environment;

- Provide excellent customer service by connecting with and greeting residents, responding to resident inquiries and/or concerns, registering visitors and guests, checking out equipment, and directing students and visitors to resources.
- Maintain safety and security of the residence halls which can have an impact on the health and safety of the halls, by verifying the identity of those entering the building, monitoring entrances and exits, and reporting odd or suspicious behavior to staff and/or University Police;
- Ensure that appropriate personnel such as the Residence Hall Coordinator or Duty Resident Advisor(s) are aware of activities, people, health and safety concerns, or any issues which may adversely impact the hall community;
- Report and assist hall staff in any emergency response according to University Housing Services protocols;
- Utilize job-related software and equipment to carry out tasks related to front desk operations and to review and update team communications (Microsoft Teams, StarRez, etc.);
- Participate in a variety of front desk communications such as answering phones, taking messages, sharing of information concerning the University and residence halls, and maintaining a communication log of observations/concerns/reminders worthy to note for the next shift or overall desk staff;
- Check in/out residents, day-time visitors, approved overnight guests, room keys, and residence hall equipment in accordance with established University Housing Services policies and procedures;
- Ensure proper use of front desk supplies and report broken or unreturned equipment to your supervisor;
- Pick up, transport, and sort mail from the Hornet Mail Center into resident mailboxes for distribution.
- Ensure that the front desk area is left in a clean, neat and orderly manner during and at the end of the shift; including but not limited to the areas of the front desk, building lobby, and mailboxes;
- Manage sensitive information and maintain confidentiality, including ensuring that only University Housing Services staff are permitted in the front desk area;
- Provide lock-out assistance to residents by checking out spare keys and access keys in accordance with established procedures.
- Serve as a role model and demonstrate good judgment and ethical behavior. This includes adhering to all laws and policies and procedures established by Sacramento State and University Housing Services.
- Maintain a professional and courteous demeanor at all times, such as being attentive, responsive, and adhering to the University Housing Services dress code policy;
- Attend required trainings and Front Desk Assistant staff meetings;
- Complete other duties as assigned.

This position works in a safe and responsible manner while not putting self or others at risk. This includes complying with applicable policies and regulations; using personal safety gear; observing warning signs; learning about potential hazards; and reporting unsafe conditions. Every Front Desk Assistant is also subject to a criminal background check.

The position is renewable each semester based on performance, departmental need, available funding, and positive academic/disciplinary standing.

Minimum Qualifications

1. Must be enrolled in at least six (6) units each semester at CSU, Sacramento while employed;
2. Must be in good academic standing (minimum cumulative GPA of 2.0 and for each semester while employed);
3. Must be in good disciplinary standing with University Housing Services and the University when appointed and for the duration of the employment period;
4. Must have availability to work shifts at times when you are not scheduled to be in class. In addition, front desk shifts may include hours during academic break periods and University holiday closures.

Required Qualifications

1. Ability to work in a diverse environment with college students, parents, and guardians;
2. Self-motivated and able to work independently with nominal supervision;
3. Excellent communication, administrative, organizational, and customer service skills;
4. Ability to respond to safety and emergency situations;
5. Ability to maintain confidentiality;
6. Proficient use of basic computer applications;
7. Ability to work a flexible schedule, including evenings and weekends;
8. Must understand and support (through words and deeds) the University Housing Services Mission, Goals, and Values.

Accountability

Failure to meet the position qualifications and job responsibilities may result in job action, including verbal warning, written warning and action plan, probation, and termination.

A determination of probation and termination will be reached in instances where there are repeated job performance issues (i.e. Late to shift, not completing an administrative function correctly, etc.) or if a staff member commits an egregious error (inappropriate use of access, providing keys and information to those that don't live in a specific space, possession, and/or use of alcohol or drugs at work, etc.).

Staff released from their role, may also be released from other positions they hold in University Housing Services depending on the performance concern.

Preferred Qualifications

1. Lived on-campus at least one semester or living on-campus at time of hire.