FRONT OFFICE STUDENT ASSISTANT

Job Description

Overview:
Under the general supervision of the Administrative Support Coordinator, the Front Office Student Assistant position performs customer service and administrative tasks for University Housing Services. It is expected that student assistants in this position will maintain a professional and courteous demeanor at all times, i.e. attentive, responsive and dressed appropriately. Student assistants are expected to reflect a positive attitude and support the mission of University Housing Services and the Sacramento State campus.

Starting Salary:
- $14 per hour.

Minimum Qualifications:
- Available to work 10 to 20 hours per week between the hours of 8:00 a.m. to 5:00 p.m. during the academic year and 20 to 40 hours during summer/winter intersession between the hours of 7:30 a.m. to 4:00 p.m.
- Ability to work well in a fast paced, customer service oriented environment.
- 2.0 cumulative GPA.
- Current Sac State student and enrolled in at least 6 units.
- Good conduct standing.
- Excellent oral and written communication skills.
- Proficiency with Microsoft Office and Windows operating systems and standard office equipment (fax machine, copier, printer).

Preferred Qualifications:
- 1 year experience working in an office setting.
- Knowledge of the Residence Halls and Sac State campus.
- 2.5 cumulative GPA.
- Bilingual fluency in reading, writing and speaking Spanish.

Duties and Responsibilities:
- Greet and assist visitors, answer phone calls; provide detailed information pertaining to University Housing Services.
- Understand University Housing Services policies and procedures to share with residents, prospective residents, and visitors.
- Open and prepare office at the start of business and secure office at close of business.
• Access student account information; provide detailed information regarding application status, fees, processes, etc.
• Maintain confidentiality.
• Assist with clerical support for the department by updating and/or creating miscellaneous letters and forms, faxing, filing and copying documents, running errands on campus, etc.
• Participate in special events promoting housing.
• Other duties as assigned.