

Graduate Student Assistant, Outreach and Operations Support

(Housing Business Operations)

Job Description

Overview:

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. The Graduate Student Assistant is an administrative support staff member working in University Housing Services. This position is responsible for fostering a living, learning environment that complements the vision, mission, goals, and values of University Housing Services, the Division of Student Affairs, and California State University, Sacramento. The position reports directly to the Assistant Director for Housing Business Operations. In general, the position supports campus outreach initiatives, manages the Housing Tour Ambassador program, assists in the main Housing office, supports business operations, and helps lead the front office desk student staff as directed by the Administrative Support Coordinator.

Compensation and Hours:

This position works no more than twenty (20) hours per week at \$16.00 per hour (subject to increase); except during summer and bridge times they may work up to forty (40) hours depending on departmental needs and approval.

Job Summary:

Under the general supervision of the Assistant Director for Housing Business Operations, the incumbent has responsibility for:

- Create and maintain a welcoming, equitable, and inclusive environment;
- Provide customer service support in the main office as directed by the Administrative Support Coordinator;
- Support housing administration staff as needed;
- Attend staff and departmental meetings as schedule permits;
- Maintain regular contact with supervisor (through 1:1 meetings) and other University Housing Services staff as needed;
- Serve on University Housing Services committee, which is assigned annually by leadership;
- Assist with move-in and move-out planning and implementation for the residence halls by working with the move-in planning team, inclusive of campus partners, and reviewing all closing and opening documents for the department;
- Assist with early arrival and late departure processes, as needed;

- Coordinate all on-campus housing tours for North Village, both in-person and guided zoom tours, for the academic year and the summer;
- Oversee the North Village tour room(s), inclusive of maintaining upkeep and decoration materials;
- Hire, train, schedule, supervise, and evaluate Housing Tour Ambassadors while overseeing the Ambassador program to ensure we have adequate tour coverage;
- Coordinate campus outreach events, including Future Hornet Day, Open House, and Yield Events;
- Present on-campus housing information at Admissions and Outreaches events, IPGE Orientations in August and January, Athletics, and other campus departments in collaboration with Hornet Commons staff;
- Coordinate Orientation events including tabling, tours, and overnight programs;
- Assist with the implementation of Emergency Housing program, inclusive of student communication, inventory of room materials, and move-in and move-out processes;
- Maintain University Housing Services office supply inventory and order supplies;
- Update departmental roster and communicate updates to the department;
- Assist Administrative Support Coordinator with staff apparel orders and distribution;
- Coordinate departmental sign-ups for Out of the Darkness walks, 5K Runs, etc.;
- Supports Assistant Director of Housing Business Operations with administrative tasks related to a variety of housing business operations including student payment plan or deferment follow-up and overdue balance outreach;
- Manage a budget for student staff hours and other Housing Business Operations related budget items;
- Serve as a resource person for students and staff;
- Limited academic advising of students during the spring semester based on supervisor's approval;
- Develop and implement housing programs and procedures on an as needed to improve services;
- Responsible for managing time and establishing work priorities;
- Abide, interpret, and enforce university policies, procedures, and regulations;
- Attend departmental and/or student staff trainings and development;
- Other duties as assigned by the supervisor.

The intent is to renew this position each year based on performance, departmental need, available funding, and positive academic/disciplinary standing.

Required Qualifications:

- Must be in good disciplinary standing with the University when appointed and for the duration of the employment period,
- Must be in good academic standing (minimum cumulative GPA of 3.0 and for each semester while employed);
- Must be enrolled in at least three (3) units each semester at CSU, Sacramento while employed.
- Enrolled in a graduate program at Sacramento State;
- Ability to work a flexible schedule, including evenings and weekends;
- Excellent communication, administrative, organizational, and customer service skills;
- Ability to work in a diverse environment with college students, parents, and guardians;
- Self-motivated and able to work independently with nominal supervision

Preferred Qualifications:

- Experience in a residential life environment or equivalent experience;
- Experience in a student leadership position (i.e. Resident Advisor, Student Activities, Student Government) at an institution of higher education.

Background Check:

A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with California State University, Sacramento. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current California State University, Sacramento employees who apply for the position.

Equal Employment Opportunity:

California State University, Sacramento is an Affirmative Action/Equal Opportunity Employer and has a strong institutional commitment to the principle of diversity in all areas. We consider qualified applicants for employment without regard to race, color, religion, national origin, age, gender, gender identity/expression, sexual orientation, genetic information, medical condition, marital status, veteran status, or disability. Sacramento State hires only those individuals who are lawfully authorized to accept employment in the United States.

It is the policy of California State University, Sacramento to provide reasonable accommodations for qualified persons with disabilities who are employees or applicants for employment. If you need a disability related reasonable accommodation as part of the application and/or interviewing process, HR Compliance, Information for Job applicants - (<https://www.csus.edu/compliance/hr-compliance/job-applicants.html>).

The University is committed to creating an education and working environment free from discrimination, sexual harassment, sexual violence, domestic violence, dating violence, and stalking. Mandatory DHR Compliance Training - (<https://www.csus.edu/compliance/hr-compliance/mandatory-dhr-training.html>).

Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act and Campus Fire Safety Right-To-know Act Notification. Campus Safety - (<https://www.csus.edu/campus-safety/>).

How to Apply:

Applications are accepted through the Hornet Career Connection Job #_____.

To ensure consideration, applicants must submit the following materials:

- Current resume and cover letter.
- Three (3) references who can speak to a broad range of candidate's qualifications (include name, email address, and telephone number).

For questions regarding this position:

Please email [UHS Jobs](mailto:uhs-jobs@csus.edu) (uhs-jobs@csus.edu)