

# HORNET MAIL CENTER STUDENT ASSISTANT

## Job Description

### Overview:

This position is responsible for the general operation of the Hornet Mail Center. They will report to the Graduate Student Assistant under University Housing Services. It is expected that student assistants in this position will always maintain a professional and courteous demeanor, i.e. attentive, responsive, and dressed appropriately. All student assistants are expected to reflect a positive attitude and support the mission of University Housing Services, Residential Life, and the Sacramento State campus.

### Starting Salary:

- \$14.00 per hour.

### Minimum Qualifications:

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

### Preferred Qualifications:

- 2.5 semester and cumulative GPA
- Knowledge of the Residence Halls and Sac State campus

### Duties and Responsibilities:

- Appropriately handle wide variety of customer service situations with residents and on campus partners (dining, central receiving, etc)
- Understand University Housing Services and Residential Life policies and procedures to share with residents, prospective residents, and parents
- Assist with the sorting/logging of incoming mail and packages
- Will have to occasionally lift packages weighing up to 25 pounds
- Complete Maintain confidentiality of student information
- Perform the daily tasks within the Hornet Mail Center that involve mail
- Auditing the StarRez modules to have accurate data and address overdue packages
- Create shift reports and suggestions to improve day-to-day operations and send to supervising GSA