

CONFERENCE AND EVENT SERVICES

GRADUATE ASSISTANT

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 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 Coordinator for Conference and Event Services. In general, this position supports and assists in the day-to-day administration of the conference and events program.

This position reports directly to the Coordinator for Conference and Event Services, and will be responsible for assisting in scheduling, coordination and support efforts for events & conferences, and helps lead the Event and Conference Assistant student staff as directed by the Coordinator for Conference and Event Services.

Compensation and Hours:

The hourly rate for this position is \$17.50. During the academic term this position works no more than twenty (20) hours per week.

- Some evening and weekend hours may be required.
- Time off to be coordinated with supervisor.

During Summer the hourly rate is \$16.50 per hour, plus room accommodations on-campus beginning May 20, 2023 through August 24, 2023. Approximately 25-40 hours per week, (average is 30 hours per week), not to exceed 40 hours depending on departmental need and approval; varied work week including weekends and late shift work and overnight on-call rotation. Due to a varied work schedule availability for taking summer classes is not advised. Online courses are permitted.

Job Summary:

Under the general supervision of the Coordinator for Conference and Event Services, the incumbent has responsibility for:

- Create and maintain a welcoming, equitable, and inclusive environment;
- Provide customer service support as directed by the supervisor;
- 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 committees, which is assigned annually by leadership;
- Assist with move-in and move-out planning and implementation for the residence halls;
- Assist with hiring, training, scheduling, and supervision, and evaluate Event and Conference Assistants. Assist with overseeing the conference and event programs to ensure we have adequate coverage;
- Organize monthly timesheets and ensure timesheets are correct and on time;
- Assist with the recruitment, selection, and training of Conference and Event Assistants;
- Facilitation of regularly scheduled monthly staff meetings;
- Develop and implement procedures on an as needed basis under the direction of the Coordinator;
- Maintain supply inventory for conference and events;
- Manage a budget for student staff hours and other conference and event related budget items;
- Serve as a resource person for students and staff;
- 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;
- Assist with coordination and planning for all events and conferences throughout the academic year and summer sessions.
- Assist with the final assessment of the room reservation and events process over the academic year.
- Assist with forms and process development using multiple software programs such as AIMS, StarRez, Word, Excel, Outlook Email, Visio, Microsoft Teams & Shifts.
- Assist with touring potential clients around the North Village residence halls and meeting spaces
- Assist with tracking steps and data entry within each event, conference or other facility use.
- Responsible for fielding questions regarding conferences & events, scheduling, and providing information or resources as needed.
- 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.

Summer Conference

- Create desk shifts and schedules;
- Oversee shift switches and find coverage for the front desk as the need arises;
- Assist with overseeing the day to day operations of the front desk.
- Maintain vigilance over keys/access cards and preform/review key audits;
- Assist with the collection of charges for quotes or final billing.
- Update information, print reports, and maintain information in StarRez Conference Module.
- Assist Conference Assistants with the check-in and check-out process, update and print room rosters, assist with guest issues and oversee that all items are ready for group arrival.
- Oversee work orders are completed, follow up on pending repairs before group arrivals.
- Assist and oversee the room inspection process, lost and found, and ensure room quality checks are completed and departure room assessments for final billing/cleaning.

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
- Strong Microsoft Office and database management computer skills.

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/>).

For questions regarding this position:

Please email UHS Jobs (uhs-jobs@csus.edu)