



Graduate Student Assistant, Hornet Mail Center (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 Associate Director for Housing Business Operations. In general, the position manages the Hornet Mail Center, 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 \$17.50 per hour; except during summer and bridge times they may work up to thirty (30) hours depending on departmental needs and approval. This position does not require incumbent to reside in University Housing.

Job Summary:

Under the general supervision of the Associate Director for Housing Business Operations, the incumbent has the following responsibilities:

General:

- Serves as a vital and available member within the Housing Business Operations staff;
- Creates and maintains a welcoming, equitable, and inclusive environment;
- Serves as a resource person for students and staff;
- Provides customer service support in the main office as directed by the Administrative Support Coordinator;
- Supports housing administration staff as needed;
- Attends staff and departmental meetings as schedule permits;
- Maintains regular contact with supervisor (through 1:1 meetings) and other University Housing Services staff as needed;
- Serves and actively participates on departmental workgroup, which is assigned annually by leadership;
- Attends and actively participates in departmental trainings, staff meetings, and workgroup meetings;
- Develops and implements departmental programs, services, and procedures to improve services on an as needed basis under the direction of the Associate Director;

- Assists 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;
- Assists with early arrival and late departure processes, as needed;
- Presents on-campus housing information as needed, in collaboration with Hornet Commons staff;
- Oversees and update University Housing Services calendar on SharePoint;
- Abides, interprets, and enforces university policies, procedures, and regulations;
- Responsible for managing time and establishing work priorities;
- Serves as the back-up for the Graduate Student Assistant, Outreach and Operations Support (including helping to supervise or assist with Tour program when needed);
- Other duties as assigned by the supervisor.

Residential Mail Service Operations:

- Oversees the Hornet Mail Center (HMC) operation, inclusive of the HMC front desk.
- Hires, trains, schedules, supervises, and evaluate HMC student staff, inclusive of the facilitations of regularly scheduled HMC staff meetings;
- Maintains vigilance over mail and packages, ensure the HMC remains organized, and ensure all mail/package policies are followed by staff;
- Manages a budget for student staff hours and other Housing Business Operations related budget items.

This position is renewable annually based on incumbent's eligibility, position qualifications, job performance, university academic/disciplinary need, and available departmental funding.

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 four (4) 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.

The University is committed to creating an education and working environment free from discrimination, sexual harassment, sexual violence, domestic violence, dating violence, and stalking.

Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act and Campus Fire Safety Right-To-know Act Notification.