

RESIDENCE HALL GRADUATE STUDENT ASSISTANT - Front Desk

JOB DESCRIPTION

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 a Residence Hall Coordinator. In general, this position supports and assists in the day-to-day administration of the front desk operations, including providing direction to Desk Attendants of a residence hall.

Compensation and Hours

This position works no more than twenty (20) hours per week at \$16 per hour; except during summer and bridge times they may work up to thirty (30) hours depending on departmental needs and approval.

Job Summary

Under the general supervision of a Residence Hall Coordinator, the incumbent has responsibility for:

- Supervise Desk Attendant staff;
- Organize monthly timesheets and ensure timesheets are correct and on time;
- Create desk shifts and schedules;
- Oversee shift switches and find coverage for the front desk as the need arises;
- Create and maintain a welcoming, equitable, and inclusive environment in the hall surroundings and the general environment;
- Assist in the administrative management of the residential education area. Select, train, and evaluate Desk Attendants in conjunction with the RHCs. Coordinate entire desk operation, which includes scheduling, time sheets, mail, and opening/closing procedures;
- Assist with the recruitment, selection, and training of Resident Advisors;
- Under guidance and direction of the RHCs, provide structured training and development sessions for desk staff, particularly in the areas of desk operations e.g. mail, emergency procedures, professionalism, key control, customer service, diversity, and any new policy implementation;
- Attend departmental meetings and trainings;
- Facilitation of regularly scheduled monthly desk staff meetings;
- Develop and implement procedures on an as needed basis under the direction of RHCs;
- Serve on a University Housing Services committee(s);

- Maintain regular contact with supervisor (through 1:1 meetings) and other University Housing Services staff as needed;
- Serve as a resource person for students and staff;
- Abide, interpret, and enforce university policies, procedures, and regulations;
- Maintain vigilance over keys and preform key audits;
- Responsible for managing time and establishing work priorities;
- Ensure COVID-19 policies and practices are being followed at desk and in lobby;
- Other duties as assigned by the supervisor.

Customer Service and Administrative Functions

- Assist hall staff in any emergency or emergency drills;
- Answer front desk phone, take messages, and give information concerning the University and residence halls;
- Maintain communications log of observations/concerns worthy to note, as well as reminders for next shift;
- Ensure StarRez modules pertaining to desk operations are always up to date (i.e. keys, resources, etc.);
- Maintain the lobby area, mailbox area, and desk area in a clean and orderly fashion;
- Ensure work orders are placed correctly and in a timely manner;
- Ensure desk area is left in a neat and orderly manner at the end of the shift;

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

- Currently live or have lived in a university-owned/affiliated housing area for at least one (1) year and or have been a desk attendant;
- Experience in a residential education environment or equivalent experience;
- Experience in a student leadership position (i.e. Resident Advisor, Student Activities, and Student Government) at an institution of higher education.
- Graduate student in the Higher Education Leadership program or a related program.

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/>).