

## Resident Services Student Assistant Job Description

Resident Services Student Assistants (SAs) are the initial contact for the Housing & Residence Life, and interface with students, parents, guests and the campus community daily. A person that is detail oriented and logical tends to be most successful in this role. The areas of responsibility may include one or more of the following areas: the Information Desk, Housing Front Desk, JGC Mailroom, and the College Creek Mailroom.

### **RESPONSIBILITIES:**

- Provide excellent customer service.
- Answer questions and provide accurate information in a courteous and helpful manner.
- Maintain a positive and helpful environment while working cooperatively with other students and professional staff members.
- Serve as a receptionist for the department: greet the public, answer phone calls, take messages, answer questions and emails, fax or mail information, and refer students and visitors to appropriate staff members or other campus departments.
- Follow federal regulations regarding the disbursement and handling of USPS, UPS, and Federal Express mail.
- Perform clerical tasks: file, prepare of mailings and documents, make photocopies, fax, alphabetize, maintain database information.
- Operate various computer programs, including: StarRez, Onity, FileMaker Pro, etc.... (training provided)
- Must respond to emergency situations with sense of urgency and moderate physical effort.
- Assume other duties as assigned.

### **QUALIFICATIONS:**

- For reasons of safety and security, must successfully pass a background check prior to the start of employment.
- Must maintain confidentiality of sensitive information.
- Must be enrolled at Cal Poly Humboldt for a minimum of six units for both the Fall and Spring semesters.
- Must be available to work over holidays and breaks.
- Must maintain a professional appearance and work environment.
- Must be able to confront and respond to students that violate community guidelines.
- Ability to understand and communicate effectively, both orally and in writing, and clearly explain Housing & Residence Life policies and procedures.
- Ability to analyze complex situations and develop effective strategies to resolve issues.
- Ability to take initiative and effectively plan, organize, coordinate, and perform required job functions in situations where numerous and competing demands exist.
- Possess strong interpersonal communication skills and the ability to project a positive image and attitude about the Department of Housing & Residence Life and the University

**COMPENSATION:** Up to 20 hours per week when the University is in session @ \$16.00/hour and up to 40 hours per week when the University is not in session. Payday is the 15th of each month and paychecks are available at the University Cashier in the Student Business Services Building or through direct deposit.

**PHYSICAL REQUIREMENTS:** Low to moderate physical effort including the ability to sit for 2 to 8 hours at the desks, ability to lift up to 50 pounds in the mailrooms, the ability to walk up and down stairs, and the ability to be on your feet for up to 4 hours.