

**Resident Services Student Assistant
Job Description**

Resident Services Student Assistants (SAs) are the initial contact for the Housing Department, and interface with students, parents, guests and the campus community daily. A person that is detail orientated and logical tend 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 Mail Room, and the College Creek Mail Room.

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

This position requires that all Resident Services SAs have lived in Housing at least one year.

COMPENSATION: Up to 20 hours per week when the University is in session @ \$16.00/hour. 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.

Anticipated Dates of Employment: August 8, 2022 – May 14, 2023

Applications are available at the Housing Office on the second floor of the Jolly Giant Commons

Online Application Closes April 1st at 12:00am