

## Desk Assistant Position Description 2023-2024

### HOUSING AND RESIDENTIAL LIFE OVERVIEW

#### Department of Housing and Residential Life Mission

Housing and Residential Life creates safe, welcoming, and inclusive communities that engage students in their personal and social development while promoting academic success and responsible citizenship through high quality services and initiatives.

#### Residence Life Educational Priority

By living on campus our students will become more responsible, mindful, and engaged community members

#### California State University Long Beach Mission Statement

California State University Long Beach enriches students' lives through globally informed, high impact educational experiences with superior teaching, research, creative activity, and action for the public good

#### Desk Assistant (DA) Overview

Under the general supervision of the Administrative Support Coordinator, Residential Life Coordinator, or Area Coordinator, Desk Assistants will perform a variety of customer service functions including, but not limited to, operation of the telephone, answering general information questions about the residence halls, taking messages, receiving and sorting mail, maintaining necessary records, lock-outs, equipment check outs, contacting appropriate staff in an emergency, and other duties as deemed necessary to be assigned.

### COMPENSATION AND HOURS

This position works no more than twenty (20) hours per week at \$16.00 per hour. Desk Assistants may work up to forty (40) hours a week during approved breaks. Desk Attendants also appointed as Resident Assistants are limited to ten (10) hours per week.

### DESCRIPTION OF DESK ASSISTANT RESPONSIBILITIES

- Provide excellent customer service to students, parents, guests, and staff
- Create and maintain a welcoming, equitable, and inclusive environment in the hall surroundings and the general environment; specific attention should be given to the hall desk area.
- Maintain a clean and tidy desk and surrounding area
- Ensure that appropriate personnel such as the Administrative Support Coordinator, Residential Life Coordinators, Area Coordinators, or Directors are aware of activities, people, health and safety concerns, or any issues which may adversely impact the hall community
- Report odd or suspicious behavior, which could have an impact on the health and safety of the hall, to staff and University Police
- Serve as a resource, referral, and communication agent between residents, campus partners, and University Housing.
- Contact appropriate staff in an emergency and assist with emergencies when needed
- Assist with fire alarm response
- Answer on-call phone, front desk phone, take messages, and provide information concerning the University and residence halls
- Maintain communication log of observations/concerns worthy to note, as well as reminders for next shift
- Utilize Teams to manage desk operations, including scheduling and reviewing and updating communication channels.
- Check out hall supplies through the StarRez Resource Module. This includes equipment and games used by residents in accordance with established residence hall procedures
- Maintain the lobby area, mailbox area, and desk area in a clean and orderly fashion
- Receive, sort, forward, distribute, and process mail/packages
- Ensure that only hall staff is in the desk area
- Ensure that Service Center and desk area is left in a neat and orderly manner at the end of the shift
- Assist in check-ins, check-outs, and room changes via StarRez while following established procedures.
- Provide lock-out assistance to residents in accordance with established procedures, including consistent auditing of checked-out temp cards to ensure prompt return.
- Respond to sensitive situations
- Verify the identity of students during crisis incidents, check-ins and outs, lock-outs, mail box issues, etc. using established procedures to provide safe and thorough customer service.
- Attend and actively participate in all mandatory trainings in their entirety. This includes, but is not limited to, August training, January training, online trainings, and other trainings that may be scheduled if the need arises.
- Be inclusive to individuals of all ethnic, racial, cultural, and religious backgrounds, encouraging better understanding of cultural diversity and individual differences in the college and in the residence halls.

- Desk Assistants are required to use their provided staff (-sa@csulb.edu) email as their primary means of electronic communication for position related emails. Desk Assistants are required to check their email and Teams during each shift.
- Complete other duties as assigned by supervisor or department representative

The intent is to renew this position each year based on performance, departmental need, available funding, and positive academic/disciplinary standing.

**MINIMUM QUALIFICATIONS**

1. Must be in good disciplinary standing with Housing & Residential Life and the University when appointed and for the duration of the employment period
2. Must be in good academic standing (minimum cumulative GPA of 2.0 and for each semester while employed)
3. Must be enrolled in at least six (6) units each semester at CSU, Long Beach while employed.

**REQUIRED QUALIFICATIONS**

1. Ability to work in a diverse environment with college students, parents, and guardians
2. Self-motivated and able to work independently with nominal supervision
3. Excellent communication, administrative, organizational, and customer service skills
4. Ability to respond to safety and emergency situations
5. Ability to maintain confidentiality and be trusted with security access
6. Proficient use of basic computer applications
7. Ability to work a flexible schedule, including evenings and weekends
8. Must understand and support (through words and deeds) the University Housing Services Mission, Goals, and Values
9. Ability to climb stairs (to assist with lock-outs), lift, move, and transport equipment or supplies weighing ~25 lbs. to mailboxes, residential spaces, and offices on campus
10. Ability to consistently report to work on time prepared to perform the duties of the appointment

**PREFERRED QUALIFICATIONS**

1. Living on-campus or near campus at time of hire
2. Experience living on campus for at least 1 semester
3. Ability to work before the start of the semester and during break periods (Fall Break, Winter Break, Spring Break)
4. Ability to work evenings and weekends

**ACCOUNTABILITY**

Failure to meet the position qualifications and job responsibilities may result in job action, including verbal warning, written warning and action plan, probation, and termination. A determination of probation and termination will be reached in instances where there are repeated job performance issues (i.e. Late to shift, not completing an administrative function correctly, etc.) or if a staff member commits an egregious error (inappropriate use of access, providing keys and information to those that don't live in a specific space, possession, and/or use of alcohol or drugs at work, etc.). Staff released from their role, may also be released from other positions they hold in Housing & Residential Life depending on the performance concern.

---

I, \_\_\_\_\_, state that I have read and agree to the "Desk Assistant Position Description" which includes reading and agreeing to the "Desk Assistant Terms & Conditions 2023-25."

---

Student Staff Signature \_\_\_\_\_ Date \_\_\_\_\_

---

Administrative Coordinator Signature \_\_\_\_\_ Date \_\_\_\_\_

---

Associate Director Signature \_\_\_\_\_ Date \_\_\_\_\_

Cc: Director of Residential Life