

STUDENT CLERICAL ASSISTANT
Position Overview**Job Description**

The Student Clerical Assistant assists the Coordinator of Housing with processing applications, preparing resident files, training the Atrium Desk and Mail Clerk staff and preparations for incoming residents. The Student Clerical Assistant is under the direct supervision of the Coordinator of Housing Operations.

Compensation: \$12.25/hour (20 hours/week during the academic year; 40 hours/week during the summer and winter recess)

Qualifications and Requirements

- **Must be enrolled as a student at California State University, Fresno for the Fall 2019 and Spring 2020 semester**
- **Must be available to work year-round (summer/winter recess included)**
- **Must be available to attend Atrium Desk staff meetings (TBD)**
- Strong written and verbal communication skills
- Strong clerical experience (data entry, filing, answering phones, etc.)
- Strong computer skills (Microsoft Word, Excel, Access)
- Strong organizational skills
- Strong customer service skills
- Must be able to work cooperatively with another Student Clerical Assistant, the Atrium Desk staff, Senior Staff and other Student Housing staff
- Must be willing to work flexible hours, and to reasonably adjust work hours according to the current work load
- Must be able to attend and participate in ALL training sessions

Preferred Qualifications

- 6 months+ work experience as an Atrium Desk Assistant
- Ability to commit 2 years to the position
- Experience handling confidential data
- Extensive office experience including written communication, customer service and problem-solving

Expectations

- To greet residents and customers to Fresno State Student Housing and the campus.
- To ensure that a positive and quality environment exists.
- To understand the importance of confidentiality.
- To provide customer service to all residents and visitors at Fresno State Student Housing.
- To be both efficient and consistent.
- To handle and maintain the Atrium Desk duties on a day-to-day basis.
- To be the first contact to desk assistants with questions.
- To be flexible and a team player.
- To demonstrate leadership among Atrium Desk and Mail Clerk staff.

Responsibilities

- Assist with training sessions for Atrium Desk and Mail Clerk staff

- Update the Atrium Desk, Mail Clerk and Student Clerical Assistant reference manual
- Assist with preparation and distribution of training materials
- Check and respond to voicemail at clerical desk
- Provide customer service through e-mail and phone correspondence with current and prospective residents
- Create timesheets for new pay periods
- Keep front desk binders up to date
- Create files/maintain filing system for Coordinator of Housing Operations
- Input application updates, clarifications, and incomplete materials into Odyssey and paper files
- Inventory desk keys
- Inventory supplies for Coordinator of Housing Operations
- Create and email weekly schedules to Atrium Desk and Mail Clerk staff
- Understand and follow standard office procedures

Housing Applications:

- Assist with housing application process:
 - Review both returning and new applications
 - Create files
 - Contact students with incomplete files, continue to follow up with phone calls, as well as following up with confirmation letters
- Assist with the Data Entry of applications in Odyssey and check for data entry errors
- Assist with preparing room assignment letters for mailing
- Assist with the merging/printing of the mailing address labels
- E-mail correspondence to international students and students without other methods of contact
- Assist with maintaining student Emergency Card information
- Assist with maintaining a waitlisted spreadsheet

Preparing for Summer Session:

- Review Summer on-campus living applications
- Mail, fax or email summer applications upon request
- Contact students with incomplete summer applications
- Create summer files and maintain the summer filing system
- Assist with walk up assignments once summer session begins
- Maintain emergency card information in alphabetical order
- Assist with sending out information/confirmation letters

Preparing for the Academic Year:

- Reorganize filing cabinets as room assignments begin
- Relocate old files to storage locations
- Maintain spreadsheets for early and late arrivals
- Create RCR labels, mailbox labels, and materials for check-in packets
- Stuff and organize check-in packets
- Assist with check-in during August opening

To assume additional responsibilities as identified by the Coordinator of Housing Operations.

Application Letter

To apply for this position, please submit a signed letter to Monica Tasier Lyon, the Coordinator of Housing Operations by **Friday, April 5th at 12pm**. Make sure you address the following in your letter:

- Why do you want to be a Student Clerical Assistant?
- What do you hope to gain from being a Student Clerical Assistant?
- What do you hope to contribute to the staff team (Atrium Desk & Mail Clerk) as a Student Clerical Assistant?
- Looking at the Student Clerical Assistant job description, what areas do you feel you will excel in and what areas do you see as challenges?
- Discuss other potential commitments you are planning and how they might impact your role as a Student Clerical Assistant.

Personal Information:

Name: _____ Fresno State ID#: _____

Phone: _____ E-mail Address: _____

Permanent Address:

 Street Address Apt/Suite

 City State Zip Code

Local/On Campus Address:

Check this box if your Local/On Campus Address is the same as your Permanent Address.

 Street Address Apt/Suite

 City State Zip Code

1. Have you ever been employed at Fresno State Student Housing? (Circle One)

YES

NO

If yes, list the position(s) held and date(s) of employment:

2. List other previous employers (at least two years), including any volunteer hours, and briefly describe the type of work performed:

3. Briefly describe any customer service experience you have provided in a volunteer or paid position:

4. Briefly describe any business telephone experience you have had in a volunteer or paid position:

5. If you are selected for this position are you able to present living on campus in a positive manner to the prospective residents, current residents, and customers? (Circle One)

YES

NO

6. What qualities or skills do you have that make you the best candidate for this position?

Scheduling

The Student Clerical Assistant works up to 20 hours per week (academic year) and 40 hours per week (summer) Monday through Friday during regular business hours.

On a separate sheet of paper, please provide your Fall 2019 class schedule.

References

List the names of one professional/business-related reference and one reference of your choice that could provide a telephone reference for you. *The recommendations received will be held confidential and will not be available for the applicant or third parties to review.*

1) Name: _____ Relationship: _____

Occupation and Title: _____ Phone: () _____

2) Name: _____ Relationship: _____

Occupation and Title: _____ Phone: () _____

I certify that the information provided in this application is true and correct to the best of my knowledge.

Applicant Signature _____ **Date** _____

Return the completed application to the Atrium Customer Service Desk or email directly to Monica Tasier Lyon at mtasier@csufresno.edu.

Application Due by April 5, 2019 at 12pm.

If you have any questions please contact the Coordinator of Housing Operations,
Monica Tasier Lyon at mtasier@csufresno.edu