

**SUMMER 2019 ATRIUM DESK ASSISTANT  
Position Overview**

# FRESNO STATE

## Student Housing

### Job Description

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Atrium Desk Assistants act as the primary customer service representative for Fresno State Student Housing. They must stay up to date with Fresno State Student Housing policies and procedures and be able to relay them to the public. Desk Assistants operate the 24-hour Atrium Customer Service Desk and ensure a positive experience for all residents and visitors.

Compensation: \$12.00/hour (*Cannot exceed 25 hours per week.*)

### Qualifications and Requirements

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- Strong communication skills required
- Strong organizational skills required
- Customer service experience required
- Experience handling confidential materials preferred

### Responsibilities

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- To understand and implement Fresno State Student Housing policies and procedures.
- To read, understand, review, accept and answer questions about the 2019-2020 application packet.
- To keep all records, documents and information confidential.
- To assist and direct customers accordingly.
- To answer phones, direct and transfer calls, take verbal and written messages.
- To manage and file daily lockouts or lost keys.
- To maintain and log all facility requests.
- To understand and maintain our Saflok/Persona key system when issuing a new room key, or issuing a maintenance key to a vendor.
- To be able to maintain our general log binder.
- To understand our filing system.
- To be able to accurately handle, process, and log mail.
- To be able to follow and implement emergency procedures.
- To stay up to date with issues and events Fresno State Student Housing is advertising.
- To assume additional responsibilities as identified by the Coordinator of Housing Operations.

*Remove this coversheet before submitting your application.*

**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:

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

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

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

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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?

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## Scheduling

Desk hours change between 24 hours and 18 hours during the summer. Atrium Desk Assistants work the shifts noted in the table below with mandatory staff meetings held bi-weekly, time TBD.

Please indicate the times you are **AVAILABLE** to work each day by marking the box with an **X**. **All unmarked boxes will assume you are NOT available.** All employees are required to work at least one weekend shift.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
12AM - 4AM							
4AM - 8AM							
8AM - 1:30PM							
1:30PM - 7PM							
7PM - 12AM							

Please list any vacations/trips you have planned for summer: \_\_\_\_\_

## 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 mail to:  
Fresno State Student Housing 5152 N. Barton Avenue M/S RH 82 Fresno, CA 93740-8013**

**Applications are due Friday, April 12<sup>th</sup>, 2019 by 5:00PM.**

If you have any questions please contact the Coordinator of Housing Operations,  
Monica Tasier Lyon, at [mtasier@csufresno.edu](mailto:mtasier@csufresno.edu).