

RESIDENT SERVICES ASSISTANT
Position Overview**FRESNO STATE**

Student Housing

Job Description

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

Compensation: \$14/hour

Qualifications and Requirements

- **Must be enrolled as a student at California State University, Fresno for the Fall 2021 semester**
- **Must be available for weekly staff meetings TBA**
- Strong communication skills required
- Strong organizational skills required
- Customer service experience required
- Must attend ALL training sessions
- Experience handling confidential materials preferred
- Clerical experience preferred

Responsibilities

- To read, understand, review, accept and answer questions about the 2021-2022 applications.
- To keep all records, documents and information confidential.
- To understand and implement Student Housing policies and procedures.
- To be able to follow and implement emergency procedures.
- To ensure a safe and clean desk area.
- To assist and direct customers accordingly.
- To stay up to date with issues and events Student Housing is advertising.
- To answer phones, direct and transfer calls and 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 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 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 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

Desk hours are 24 hours during the academic year. Resident Services Assistants work the shifts noted in the table below with mandatory staff meetings held weekly TBD.

Please indicate the times you are **AVAILABLE** to work each day. All employees are required to work at least one business shift and one weekend shift.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
12AM - 4AM							
4AM - 8AM							
8AM - 12PM							
12PM - 4PM							
4PM - 8PM							
8PM - 12AM							

On a separate sheet of paper, please provide your Fall 2021 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 via email to housing@mail.fresnostate.edu

Applications are due June 24, 2021

If you have any questions please contact the Assistant Director,
Michele Dunlap, at micheledunlap@csufresno.edu