

**Student Housing Outreach Assistant  
Position Overview****FRESNO STATE**

Student Housing

**Application Deadline: Open Until Filled****Job Description**

Outreach Assistants are responsible for contacting current and prospective residents with information about living on-campus, as well as assist them with completing and submitting the on-campus living application packet.

Outreach Assistants are under the direct supervision of the Marketing and Summer Conference Coordinator.

**Minimum Qualifications**

- Be an enrolled student at Fresno State in good financial and disciplinary standing.
- Have strong communications skills.

**Preferred Qualifications**

- Experience with sales over the telephone.
- Experience with customer service.
- Be a current Fresno State Student Housing resident in good financial and disciplinary standing.
- Basic computer skills
- Knowledge of Google Docs, Google Forms and Microsoft Excel

**Expectations**

- Work cooperatively as part of the Outreach and Marketing team.
- Ability to arrive on time and work all scheduled shifts from Early January – End Date TBD (Dates are subject to change. Position ends once all calls are made, estimated to be around April/May). All shifts are Monday - Thursday from 5:00 pm - 9:00 pm. Must have availability during those hours for Spring 2022 semester. Hours are optional during Spring Recess.
- Read and completely understand the 2022-2023 On-Campus Housing Application, Student Housing Handbook, and other written materials as provided.
- Demonstrate exceptional interpersonal communication and public relations skills.
- Fulfill responsibilities of position description and stated job expectations of supervisors.
- Behave in a professional, businesslike manner during work whether or not a supervisor is present.
- Uphold California State University, Fresno Association, Inc. policies as stated in the Fresno State Student Housing Handbook.
- Uphold California State University, Fresno Association, Inc. policies as stated in the Employee Handbook.
- Uphold Fresno State Student Housing integrity standards.

## **Primary Responsibilities**

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- Telephone prospective residents as assigned
- When discussing on-campus living with prospective residents:
  - Use provided phone call script(s).
  - Use the 2022-2023 On-Campus Housing Application, Student Housing Handbook, and other related materials as reference guides.
  - Respond to questions correctly and positively.
  - Represent the on-campus living experience and the university in a positive manner.
  - Encourage prospective residents to choose on-campus living.
- Complete all required supporting documents accurately.
- Use computer to record calls and statistics accurately.
- Be on time and work all scheduled shifts.

## **Secondary Responsibilities**

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- Assist with several Marketing events including University Preview Day (Saturday, March 26<sup>th</sup> – Mandatory Work Day) and Resident Appreciation Day (mid-April).
- Assume additional responsibilities as identified by the Marketing and Summer Conference Coordinator and the Telemarketing Lead.

## **Compensation**

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\$14.00 per hour (minimum wage). If selected for this position, you will need to show proof of eligibility to work in the United States (Social Security card or international work permit card) and photo ID (California Driver's License or Passport) prior to beginning the position.

*Remove this coversheet before submitting your application*

**Personal Information:** *(Please print legibly)*

Name: \_\_\_\_\_ Fresno State ID#: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

Major: \_\_\_\_\_ No. College Units Completed as of May/2019 \_\_\_\_\_ Cumulative GPA \_\_\_\_\_

**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 or 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, including any volunteer hours, and briefly describe the type of work performed:

\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_

3. Are you bilingual? (Circle One)

YES

NO

If yes, list the language(s) you are fluent in:

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4. Briefly describe any customer service experience you have provided in previous volunteer or paid positions:

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5. Briefly describe any telemarketing or business telephone experience you have had in previous volunteer or paid positions:

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6. If selected for this position, briefly explain how you would present on-campus living in a positive manner to the prospective and current residents you would be calling:

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

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## Scheduling

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Are you available to work throughout the weeks of January 2022 – May 2022? (Circle one)

YES

NO

Please indicate your evening **availability** from January 2022 – May 2022 (Circle all that apply)

**Mondays**

5:00pm-9:00pm

**Tuesdays**

5:00pm-9:00pm

**Wednesdays**

5:00pm-9:00pm

**Thursdays**

5:00pm-9:00pm

Explain any conflicts or special situations:

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**On a separate sheet of paper, please provide your Spring 2022 class schedule.**

If selected for an interview, you will be notified via email.

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 by email to Devin Balbach at [devinb@csufresno.edu](mailto:devinb@csufresno.edu), in person to the 24-Hour Service Desk at Student Housing, or mail to:  
Fresno State Student Housing 5152 N. Barton Avenue M/S RH82 Fresno, CA 93740-8013**

**Application Deadline: Monday, November 29<sup>th</sup>**

If you have any questions please contact the Marketing and Summer Conference Coordinator, Devin Balbach at [devinb@csufresno.edu](mailto:devinb@csufresno.edu).