



SAN DIEGO STATE
UNIVERSITY

HOUSING CONFERENCE SERVICES

POSITION DESCRIPTIONS

POSITION TITLE: **Desk Assistant**

ORGANIZATIONAL UNIT: **Office of Housing Administration**

REPORTS TO: **Housing Coordinator**

GENERAL DESCRIPTION OF POSITION:

The Desk Assistant (DA) will report and receive work assignments from the Housing Coordinator (HC) and will also receive work assignments from the Operations Coordinator, Summer Staff Liaison, and Conference Assistants. The DA works at the residence hall front desks and provides services and disseminates information to the conference participants and summer school students.

CONDITIONS OF EMPLOYMENT:

The Desk Assistant may take summer school classes with the Housing Coordinator's approval, for scheduling purposes. Desk Assistants enrolled in summer school classes may only work 20 hours total per week including hours worked for other on-campus departments.

SPECIFIC RESPONSIBILITIES:

TRAINING

1. Must attend and receive certificate for Environmental Health and Safety Training, Fire Alarm Training and Defensive Driving.
2. Staff meetings and training attendance is mandatory.

ADMINISTRATIVE DUTIES:

1. Works at the residence hall front desk; provides information and assistance to conference attendees and summer school housing residents; answers the phone, takes messages; sorts and forwards mail; accommodates walk-in overnight guests; upkeeps the front desk when needed.
2. Assist with check-in and check-out of conference groups and summer school students; distributes keys.
3. Completes a variety of paperwork and projects, including but not limited to: occupancy reports, registration forms, and key logs.
4. Acts as a representative of SDSU Housing Conference Services, the Office of Housing Administration and San Diego State University. Assists all visitors in a polite, friendly and professional manner.
5. Other duties as assigned by the HC, Operations Coordinator, or Conference Services Assistant.

REQUIREMENTS:

1. Must be eligible for employment as a student assistant. Must be enrolled at SDSU in the Spring 2017 semester, and must be eligible for continuing enrollment at SDSU in Fall 2017 semester.

2. Must wear Housing Conference Services Uniform while working in the office or with conference guests.
3. Must maintain good academic standing with the university (current grade point averages will be verified prior to hiring of all staff; student in danger of becoming academically disqualified will be withdrawn from consideration).
4. Must have the ability to maintain a good working relationship with university staff, conference staff, conference guests, residents and visitors. Must be able to maintain a professional manner in all situations.
5. Experience: must have one or a combination of the following:
 - a. One year of work experience in a job involving interaction with the public.
 - b. One academic year as a student assistant at San Diego State University.
 - c. One academic year as a desk assistant or resident advisor in a hall of 200 or more residents.
6. Must be available for the entire period of employment shown in the "Dates of Employment" section.
7. Must be able to work at least 20 hours a week if employed part time or 40 hours a week if employed full time.
8. Must be available for on-site team training May 23 - May 26, 2017.

DATES: May 23 - August 24, 2017

SCHEDULE: Approximately 20-40 hours per week. Weekend and evening work is required; work schedule and hours will vary considerably from week to week.

COMPENSATION: \$10.50 per hour

NUMBER OF POSITIONS AVAILABLE: Approximately 25

POSITION TITLE: Night Desk Assistant

ORGANIZATIONAL UNIT: Office of Housing Administration

REPORTS TO: Housing Coordinator

GENERAL DESCRIPTION OF POSITION:

The Night Desk Assistant duties will be identical to those of a Desk Assistant, but work hours will be scheduled primarily between the hours of 12:00 a.m. and 8:30 a.m.

DATES: May 23 - August 24, 2017

SCHEDULE: Approximately 30-40 hours per week. Weekend and evening work is required; work schedule and hours will vary considerably from week to week.

COMPENSATION: \$11.00 per hour

NUMBER OF POSITIONS AVAILABLE: Approximately 10

POSITION TITLE: Logistics Desk Assistant

ORGANIZATIONAL UNIT: Office of Housing Administration

REPORTS TO: Housing Coordinator

GENERAL DESCRIPTION OF POSITION:

The Logistics Desk Assistant duties will be identical to those of a Desk Assistant, with addition of assisting the Facilities Coordinator, Operations Coordinator, and Conference Assistants in preparing buildings and meeting facilities for conference groups. Facility set-up responsibilities include moving furniture, equipment etc. Building preparation responsibilities include posting of materials, checking of keys, etc. The Logistics Desk Assistant will work minimal desk shifts (as needed) and is required to be available to work at a variety of times and locations on campus. This is primarily an on-call position with minimal scheduled shifts. The candidates for the Logistics Desk Assistant positions must be able to lift a minimum of fifty pounds. When not assisting the Facilities Coordinator or Operations Coordinator,

Logistics Desk Assistants will work the front desk as a Desk Assistant (see Desk Assistant description above).

DATES: May 23 - August 24, 2017

SCHEDULE: Approximately 15-40 hours per week. Weekend and evening work is required; work schedule and hours will vary considerably from week to week.

COMPENSATION: \$11.00 per hour

NUMBER OF POSITIONS AVAILABLE: Approximately 2

