

FALL 2010 COMPUTER LAB Computer Lab Assistant Position Description

Supervision:

The Computer Lab Assistant is under the direct supervision of the Coordinator of Housing Operations.

Qualifications:

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- ~ Strong Communication Skills
 - ~ Computer Skills (Knowledge of Microsoft Windows and Office Applications) Required
 - ~ Customer Service Experience Preferred
 - ~ Organizational Skills

Expectations:

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- To greet residents and customers to University Courtyard and the campus.
 - To ensure that a positive and quality environment exists.
 - To be both efficient and consistent.
 - To understand the importance of confidentiality.
 - To be a team player.
 - To be flexible.
 - To provide customer service to all residents and visitors at University Courtyard.
 - To handle and maintain the computer lab duties on a day-to-day basis.

Responsibilities:

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- To attend all mandatory weekly staff meetings and training sessions. Class schedules **cannot** conflict with staff meetings. (Date & Time TBD)
 - To understand and implement all Computer Lab policies & procedures as listed in the Computer Lab manual.
 - To be on time to both your scheduled shift and to staff meetings.
 - To clock in and log in your time worked.
 - To be able to follow and implement emergency & safety procedures.
 - To understand and implement University Courtyard policies and procedures.
 - To be able to control and monitor the traffic both at the lab assistant desk and within the lab.
 - To have read and understand both the IIPP Binder and MSDS Binder.
 - To ensure a safe and clean work area.
 - To assist and direct customers accordingly.
 - To check resident identification when entering the Computer Lab.
 - To keep an accurate computer log of resident computer usage and reservations.
 - To take regular inventory of the equipment in the lab.
 - To make sure computers are running properly.
 - To understand the Pay for Print system.
 - To assist residents with lab concerns or computer problems.
 - To check out headphones to residents when requested.

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

Print or type information:

Name: _____ ID# _____

Local/On Campus Address: _____
Street Address Apt/Suite_____
City State Zip CodePermanent Address: _____
Street Address Apt/Suite_____
City State Zip Code

Phone: () _____ Cell: () _____

E-mail Address: _____

1. Have you ever been employed at University Courtyard? _____

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?

YES _____

NO _____

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

SCHEDULING

Computer Lab hours are 7am to 12am during the Academic Year.

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

	7AM - 10AM	10AM – 1PM	1PM - 4PM	4PM - 7PM	7PM – 12AM
Monday					
Tuesday					
Wednesday					
Thursday					
Friday					
Saturday					
Sunday					

On a separate sheet of paper, please provide your FALL 2010 class schedule. Please indicate if you do not yet have a FALL 2010 class schedule.

List the names of the two professional/business-related references and one personal reference 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: () _____

3) 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:
University Courtyard 5152 N. Barton Avenue MS RH 82 Fresno, CA 93740-8013**

Applications are due by FRIDAY, JULY 2ND @ 12 NOON.