

2012 SUMMER ATRIUM DESK ASSISTANT
Position Overview**Job Description**

The Atrium Desk Assistant acts as the customer service representative of University Courtyard. They will be the first person to be approached by the public and as such must be knowledgeable of University Courtyard policies and procedures and be able to relay correct and up to date information to the public as directed by the Coordinator of Housing Operations.

Qualifications and Requirements

- **Must be enrolled as a student at California State University, Fresno for the fall semester**
- Strong Communication Skills
- Clerical Experience Preferred
- Customer Service Experience Preferred
- Strong Organizational Skills
- NOT enrolled in Summer Session Classes Preferred
- Must attend ALL Summer Training Sessions
- Experience handling confidential materials Preferred

Responsibilities

- To read, understand, review, accept and answer questions about the Summer 2012 application packet and the 2012-2013 application packets.
- To keep all records, documents and information confidential unless told otherwise.
- To understand and implement Summer Conference policies and procedures.
- To attend all mandatory weekly staff meetings and training sessions (Date/Time TBA).
- To be able to follow and implement emergency procedures.
- To understand and implement University Courtyard policies and procedures.
- To ensure a safe and clean desk area.
- To assist and direct customers accordingly.
- To stay up to date with issues and events University Courtyard is advertising.
- 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 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 University Courtyard? (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 summer. Atrium desk assistants work the shifts noted in the table below with mandatory staff meetings held on **TBA**.

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

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

On a separate sheet of paper, please provide your current Spring 2012 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 to the Atrium Customer Service Desk, or mail to:
University Courtyard 5152 N. Barton Avenue M/S RH 82 Fresno, CA 93740-8013**

Applications are due by WEDNESDAY, FEBRUARY 22nd AT 5PM.

If you have any questions please contact the Coordinator of Housing Operations, Laura Pimentel, at lpimentel@csufresno.edu.