

2012 SUMMER LIVE-ON STUDENT CLERICAL ASSISTANT
Position Overview**Job Description**

The Live-On Student Clerical Assistant serves both as a Clerical Assistant for University Courtyard, as well as the on-call Resident Advisor 24/7 for 2012 Summer Session Residents. The Live-On Student Clerical Assistant is under the direct supervision of the Coordinator of Housing Operations. Specific dates to be determined (May-August).

Compensation

- Room and Board is provided (May-August)
- Pay based upon a stipend

Qualifications and Requirements

- **Must be enrolled as a student at California State University, Fresno for the fall semester**
- Previous employment with University Courtyard preferred
- Strong Phone Skills
- Strong Clerical Experience preferred
- Must have experience with Word, Excel and e-mail
- Strong Customer Service Skills Required
- Strong Organizational Skills Required
- Cannot be enrolled in Summer Session Classes

Responsibilities

- Must work 20-30hrs weekly in the back office
- Must be on-call and carry a cell phone for Summer Session 2012 problems or concerns (24/7)
- Must live on-campus for duration of Summer 2012
- Assist with making phone calls to 12-13 residents regarding upcoming semester, check-in, etc.
- Assist with housing application process:
 - Review both returning and new applications.
 - Create files and data entry of applications.
 - Contact students with incomplete files; continue to follow up phone calls, as well as following up with confirmation letters.
- Assist with preparing room assignment letters for mailing:
 - Stuff room assignment packets with all required documents.
 - Assist with the merging/printing of the mailing address labels.
 - Assist with sending out email correspondence to International Students.
- Assist with the checking for data entry errors.
- Assist with maintaining student Emergency Card information.
- Assist with Summer Dog Days orientations.
- To attend all mandatory weekly staff meetings and training sessions.
- To be able to follow and implement emergency procedures.
- To understand and implement University Courtyard policies and procedures.
- To assist and direct customers accordingly.
- To understand our filing system and locate files.
- To read, understand, accept and answer questions about the Summer 2012 application packet and the 2012-2013 academic year application packets.

Responsibilities Continued

- Preparing for Summer Session 2012:
 - Mail out or fax summer applications upon request.
 - Contact students with incomplete summer applications.
 - Create summer files.
 - Maintain summer filing system.
 - Assist with walk up assignments once summer session begins.
 - Maintain the emergency card information.
 - Assist with sending out information/confirmation letters.
 - Maintain spreadsheet with check in/check out dates.
- Preparing for Early Arrivals 2012:
 - Maintain spreadsheet.
 - Calculate daily rate times the days of early arrival.
 - Send out confirmation letters
 - File copies in resident's file.
 - Assist with creating early arrival check in packets.

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

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. Do you have "On-Call" experience? (Circle One)

YES

NO

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

Scheduling

Atrium Back Office hours are Monday - Friday 7:00am - 3:30pm. Hours are subject to change.

Please indicate the times you are **AVAILABLE** to work each day. This position requires you to work cooperatively with other student assistants and to have a flexible work schedule. Hours may vary according to the current workload, not to exceed more than 40hrs per week. You may be needed for weekends and late shifts.

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.