

# UNIVERSITY COURTYARD HANDBOOK

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## EMPLOYMENT OPPORTUNITIES

**All University Courtyard Student Employment is subject to the submission of all required documents and proof of eligibility to work in the United States.**

**ACCOUNTING:** Assist customers with University Courtyard account information; answer phones, take messages and return calls; receive and receipt University Courtyard payments; assist with maintaining resident files, closing of accounts at end of the semester, preparation and distribution of resident invoices; and research resident accounts as needed. An Accounting Assistant is paid an hourly wage.

**ATRIUM CUSTOMER SERVICE DESK ASSISTANTS:** Provide 24-hour customer service during the academic year at the Atrium Customer Service Desk by answering phones, filing, separating mail, processing lock-outs/lost keys, checking out recreational equipment and providing information. An Atrium Customer Service Desk Assistant is paid an hourly wage.

**COMPUTER ASSISTANTS:** Provide assistance to residents using the computer lab, open 24-hours/7 days a week during the academic year except during Thanksgiving, Winter and Spring recess. They are paid an hourly wage.

**DATA ENTRY CLERKS:** Provide assistance with entering all on-campus living applications into the computer system. They are paid an hourly wage and are selected based on WPM and previous experience.

**HOUSING HAPPENINGS EDITOR:** Responsible for the production of monthly newsletter for residents and its placement on the University Courtyard website. Edits information from various sources, including University Courtyard staff and residents, as well as campus departments and off-campus organizations, and writes articles. This position is paid an hourly rate.

**MAINTENANCE:** Assist with the general maintenance and repairs to the facilities, related equipment and furnishings; make repairs to or send KeyCard locks back for repair when needed; keep a good working lock inventory on hand; program and replace locks as needed; run lock interrogations and run reports, perform routine maintenance and clean locks. Work in the summer months and maintain binders, make keys for groups staying on campus. Available to come out after hours to make emergency repairs or keys. Student Maintenance and KeyCard Assistant receive room, board and a stipend.

**MARKETING ASSISTANT:** Responsible for assisting with the delivery of a successful marketing program to prospective and current residents, the campus and community. Examples include the development, maintenance and execution of web site, printed publications, providing tours, university and University Courtyard events and answering phones. A Marketing Assistant is paid an hourly rate.

**OFFICE ASSISTANT:** Responsible for mailbox combination process, interoffice mail processing and mail runs, inventory of storage areas, office forms, office supplies, common areas (furniture, kitchens, rec rooms); ordering, storing, restocking, and distributing office supplies; and additional miscellaneous duties. This position is paid an hourly rate.

**TELEMARKETING ASSISTANT:** Contact prospective residents via telephone and provide them with positive information about living on-campus and assist them with completing and submitting the on-campus living application packet. A Telemarketing Assistant is paid an hourly rate.

## RESIDENCE LIFE STAFF OPPORTUNITIES

**While most of these positions are selected the year before, there may be openings available during the year.**

**RESIDENT DIRECTOR (RD):** At least one year experience as an RA or ARD and must be a graduate student. The RD is responsible for the day-to-day operation of their assigned hall housing 200-400 students. They supervise a staff, with the assistance of the ARDs, comprised of 4-8 RAs and 1 to 2 PSAs. Additional responsibilities include: crisis intervention, roommate mediation, disciplinary meetings, and overall hall administration. They are selected during the spring semester for the next academic year. RDs receive room, board, parking and tuition for the academic year plus a monthly stipend of \$1100.

**ASSISTANT RESIDENT DIRECTOR (ARD):** To apply for ARD, one year experience as an RA is necessary. They are responsible for fulfilling a role as a mentor to the RA staff, assisting with administrative duties including coordinating room changes and RA duties. The ARD assists the RD where appropriate including advising Residence Hall Association (RHA), administrative duties, coordinating room changes, etc. ARDs receive room and board for the academic year plus a monthly stipend of \$200.

**RESIDENT ADVISOR (RA):** This is one of the most rewarding leadership positions on campus. They are responsible for a floor/wing of residents. RAs are selected based on their concern for people, demonstrated leadership skills, and class standing of sophomore or above. Their responsibilities include: peer advising, coordinating floor/wing activities and programs, enforcing hall policies, conducting room inventories at check-in and checkout, performing health and safety inspections of all the residents' rooms, and handling desk duty. They provide educational and social programs, support and guidance to their wing/floor/building, work desk duty and enforce policy. RAs receive room and board for the academic year plus a monthly stipend of \$75, and returning RAs receive \$100.

**PUBLIC SAFETY ASSISTANT (PSA):** This position offers a rewarding role as a leader/helper. Under the direct supervision of a University Police officer, PSAs patrol grounds and interior of the halls for safety and security, University Courtyard grounds, parking lots and surrounding areas, provide escort service and close propped doors. PSAs receive a double occupancy room and board for the academic year, plus a monthly stipend of \$75 and \$100 for returning PSAs.

**TOUR AMBASSADORS:** Provide tours of the on-campus living facility to prospective residents and their families and to the community. Residents may enroll in CS 101 and with the approval of the Community Service Coordinator, the volunteer hours fulfill the credit hours for this course. Tour Ambassadors from the Smittcamp Family Honors College may also apply these hours to their required community service hours. A limited number of residents are hired at an hourly wage. If you are interested in providing tours, contact the Marketing Office at 8.5630.

#### **SUMMER CONFERENCE STAFF OPPORTUNITIES**

**Overnight accommodations are provided for groups hosting educational seminars, family reunions, workshops and sports camp. Groups of all sizes reside at University Courtyard for as short as a weekend to as long as several weeks. These positions provide professional development and excellent job training and experience.**

**SUMMER CONFERENCE SUPERVISORS:** Organize, deliver and ensure the successful day-to-day operation of Summer Conferences. They supervise the Guest Relations Assistants. Room, board and a stipend are provided.

**GUEST RELATIONS ASSISTANTS:** Place linen, prepare check-in and check-out materials and perform a variety of tasks to assist with the delivery of summer conference services. Room, board and a stipend are provided.

**LIFEGUARD:** Is responsible for monitoring the pool area, enforcing rules, working with all age groups and a variety of diverse summer programs. Work once a week with the Fresno County Office of Education program participants who are mentally and physically challenged adults. Applications are available in March. Room, board and a stipend are provided.

**SUMMER CONFERENCE ASSISTANT:** Responsible for providing clerical support to the Summer Conference operation including preparation of proposals, confirmation packets, answering phones, maintaining group information, binders, and folders. This position is paid an hourly rate.

**SUMMER CONFERENCE PUBLIC SAFETY ASSISTANT (PSA):** This position offers a rewarding role as a leader/helper. Under the direct supervision of a University Police officer, PSAs patrol grounds and interior of the halls for safety and security, University Courtyard grounds, parking lots and surrounding areas, provide escort service and close propped doors. Room, board and a stipend are provided.