

Facilities Student Assistant Position Description

2026 - 2027 Academic Year

Appointing Department	Supervised by
Student Housing and Residential Life	Housing Facilities Coordinator
Compensation	Hours Per Week
Hourly Wage - \$16.90/hour	15-20
Length and Terms of Appointment	Contact
August 3rd, 2026 through maximum four (4) days after Commencement, as set forth in the academic calendar published by Cal State, Monterey Bay. Terms and Conditions with specific dates are provided with the appointment offer.	SHRL Selection Team shrlselection@csumb.edu

Position Summary

This is a level one position in which the FSA will provide customer service within the Student Housing and Residential Life (SHRL) department. Additionally, this position will have a variety of interactions with professional staff, faculty, supporters, and students across campus. This position will have pro staff support, with regular check-ins and available one-on-one meetings. Equally important, regular attendance in bi-weekly meetings is required in our on-going efforts to support and develop teams and professional growth.

Requirements of the Position

Cal State Monterey Bay Enrollment

All applicants for this position must have attended California State University, Monterey Bay for one (1) semester and have completed two (2) semesters at the start of their appointment. Enrollment in the appropriate amount of credit earning units (CEUs) must be met while appointed to the Marketing Content Student Assistant position.

- **Undergraduate Students**
 - **Full-Time Status: Minimum 12 units per semester** and no greater than 18 units per semester.
- **Graduate Students**
 - **Full-Time Status: Minimum 8 units per semester** and no greater than 11 units per semester.

Grade Point Average (GPA): GPAs evaluated will include **only** the applicant's CSUMB GPA.

- **CSUMB Semester GPA:** 2.5 undergraduate, 3.0 graduate
- **CSUMB Cumulative GPA:** 2.5 undergraduate, 3.0 graduate
 - **Prior to Appointment:** Falling below the 2.5/3.0 GPA threshold may result in release from the position for New CAs prior to beginning the role.
 - **Active Appointment:** Student leaders who are in active appointment for this position who do not meet this qualification after their first semester in the role shall be placed on an Academic Care and Support Plan. This status shall last no longer than one (1) academic semester and inability to meet this qualification the semester following shall result in the loss of position appointment.

Conduct Standing

All candidates and appointees must be and shall remain in **“good conduct standing.”**

- **No** current university or Residential Life Community Standards probation status.
- *Must abide by all state/federal laws, Executive Order 1098: Title V (Student Conduct Code) and all Student Housing and Residential Life Community Standards and CSU, Monterey Bay policies.*

Training and Time Commitment

All applicants and subsequent appointees in the Marketing Content Student Assistant role must be able to attend all required spaces necessary for position appointment, there will be **minimal exceptions**.

- **Monthly Recharge Meetings:** One day in the first of week of the month
- **Mandatory Staff Training:** Held the first two (2) weeks of August and the second week of January every academic year. It is expected that selected student assistants will make attendance a priority. If unable to commit to these dates, the appointment offer will be rescinded.
- **Occasional/Weekend Responsibilities:** This role supports Student Housing marketing efforts through content creation, photography, video coverage, and participation in large-scale recruitment or community events. There will be times when the student assistant will need to work over the weekend or after hours (after 6 p.m.).
- This position is required to comply with confidentiality requirements outlined in the Department of Education’s Family Educational Rights and Privacy Act (FERPA) and California’s Educational Code Chapter 13 regarding sensitive student issues.
- All employees of SHRL are mandated reporters as well as responsible employees and are required to report any violation of Clery, Title IX, or FERPA
- This position is designated as a Campus Security Authority and will be required to participate in annual training immediately forward to the Clery Compliance Officer all reports of Clery Act crimes brought to their attention.
- Defensive Driver Training completion provided upon successful candidacy

Background Check

All staff selected will complete a background check and must successfully clear this screening in order to be appointed into this role.

Preferred Qualifications

The following competencies are based on the National Association of Colleges and Employers Career Readiness to help you take your experience to your next employment opportunities!

- Administrative Tasks
 - Monitor personal calendar and complete weekly scheduled work hours to complete tasks and report to your assigned supervisor
 - Housing Facilities Coordinator
- Communication Management
 - Promptly check/responses and follow up
 - Email response time to be within 24 hours
 - Google Chat, monitor through the day
 - Phone calls when needed about facilities issues
 - Follow-up with pro staff as needed for issues being escalated
 - Attend and participate in bi-weekly FSA meetings and Department wide Re-charge; you’re important to the team!
- Work Order Assignments & Management
 - Track inventory
 - Submit work orders, follow-up as needed
 - Retrieve pertinent information related to resident rooms and all housing operations
 - Update and communicate detailed information related to facilities issues to:
 - Facilities Management Department, contractors, SHRL staff and the CSUMB community

- Utilize ongoing development and training to be provided:
 - StarRez
 - Limble
 - Google Suite, Docs/Calendar, G-Drive folders, etc.
 - Microsoft Office Suite
 - Keytrak
- Customer Service and Resident Interactions
 - Greet residents, assist current and prospective residents with housing related facilities issues in person, phone and email
 - Maintain the SHRL Facilities email: frhousing@csumb.edu related to facility issues, inspections and general inquiries
 - Properly enter resident and vacant spaces utilizing access provided and ensuring that proper protocols are followed
 - Detailed inspection of residential units prior to a move in, keeping up with updated provided standards
 - Uphold and maintain confidentiality
 - Mindful of and apply attention to detail for safety and security access
- Front Desk Operations
 - Occupy and manage front desk in East Campus office between 10am-4pm
 - Keep East Campus office presentable and welcoming
 - Assist in key management specifically related to front desk needs
 - Manage check in and check out process using the designated system
 - Be present and available for move in/move out operations regarding checking in/out process
 - Required dates: Last date of employment: May 22nd (prospective year)
 - Required dates: First date of employment: August 3rd (prospective year)
- Other tasks may be assigned related to move in and move out processes
 - Support management
 - Assigned duties by the Housing Facilities Coordinators or other SHRL staff
 - Walking and driving are required at times

Specific Specialty Knowledge Areas:

- Monitor Facilities
 - Perform weekly walkthroughs of residential halls, this may require walking or driving
 - Main Quad
 - North Quad
 - Promontory
 - East Campus
 - Assess SHRL offices (Main, Prom, East Campus)
 - Ensure work orders are submitted for issues that need to be addressed
- Quality assurance of all work orders and facilities' issues include:
 - Thorough completion of documentation
 - Addressing needs of the resident, faculty/staff members and others in the CSUMB community
 - Follow up when needed
- Complete inspections of occupied and vacant units/apartments for:
 - Room readiness (cleanliness and facilities)
 - Safety compliances
 - Completion of work orders
 - Community Standards violations
 - Provide preventative maintenance needs and other facility related needs
- Key Card Inventory Maintenance
 - Monitor and track guest and temp keycards using designed end-user tool
 - SHRL Main campus office and Prom key closet with KeyTrak equipment
 - Work in teams to support Guest and Temp key card auditing
 - Key card auditing when needed
- Access Controls
 - Work with discretion in KeyTrak Edge drawers as assigned

- Be detailed about the distribution of keys and fobs
- Apply teamwork principles when drawing keys, tracking on shared Google Docs, and storing back to designated spots.
- Complete monthly checks and balances, including maintaining proper documentation of the inventory

Position Responsibilities

- Manage personal calendar, track work hours, and report progress to assigned supervisor.
- Respond promptly (within 24 hours) to emails related to facilities issues; escalate unresolved issues
- Attend bi-weekly team meetings
- Respond promptly (within 15 minutes) to Google chats, and phone calls
- Track and submit work orders, follow up on tasks, and update stakeholders on facility issues (staff, contractors, and the CSUMB community).
- Assist residents with housing-related facility inquiries in person, via phone, and email, maintaining confidentiality and ensuring safety and security.
- Manage front desk housing tasks, including key management, Lock outs, and supporting move-in/out operations.
- Perform weekly walkthroughs of residential halls and facilities, ensuring work orders are submitted for maintenance needs and community standards are upheld.
- Track and audit guest/temp keycards, including regular checks using KeyTrak and Google sheets.
- Must be able to perform physical tasks like walking between offices, lifting light to moderate weights, and operating office equipment in various indoor/outdoor environments.
- Perform other duties as assigned.

Please Note: All creative content produced using departmental resources remains the property of Student Housing and Residential Life. The student assistant may also be assigned additional duties as needed.

PHYSICAL WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

The person in this position needs to regularly move about inside the office to access file cabinets and office equipment as well as outside the office to assist with event coverage, outreach tabling, or on-site content collection and will be exposed to outdoor weather conditions.