

Front Desk Student Assistant Position Description

2026 - 2027 Academic Year

Appointing Department	Supervised by
Student Housing and Residential Life	Front Office Supervisor
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 student-appointed, level one position. Responsibilities will include, but are not limited to, providing student-focused customer service within the Student Housing and Residential Life (SHRL) offices, problem-solving, and assisting professional staff in administrative tasks. Student Assistants (SAs) will have a variety of interactions with professional staff, faculty, supporters, and students across campus. SAs are scheduled for work in the following two locations: Main Campus (MC) Housing Office and Promontory (Prom) Office, which may require walking or driving.

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 Front Desk 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. **Front desk student assistants are expected to work all move-ins and move-outs.** 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:** 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 to this role.

Note: *We are seeking applicants for specialized positions. Core competencies for the Front Desk Student Assistant role are Customer Service, Mail and Package Distribution, and Housing Operations.*

Preferred Qualifications

Ideal candidates will demonstrate a strong interest in supporting the mission of Student Housing and Residential Life, along with skills, experience, or enthusiasm that align with the focus area of the position.

- Effectively manage multiple projects simultaneously
- Communicate effectively both on the phone, via email, and in person
- Effectively manage multiple projects simultaneously
- Maintain organization in an often-busy office
- Work with diverse student populations
- Provide exceptional customer service in accordance with SHRL policies and procedures
- Ability to work independently with little supervision.
- Familiarity with computer software programs such as Microsoft Office Suite, Google Suite, phone, and customer service skills.

Position Responsibilities

Customer Service

- Answer phone calls and direct callers to either the appropriate next representative or answer their questions. This includes answering the RA on Duty phone during **business hours**.
- Provide interim support, care, and resolution to students and supporters and refer to behavioral and emergency response personnel (e.g., UPD, Residential Life), when appropriate.

- Greet customers upon entry to the office and assist based on their needs.
- Assist current and prospective residents/students and their supporters with housing and general university questions.
- Respond to email inquiries.

Mail and Package Distribution

- Liaison with multiple mail carriers, including USPS, UPS, FedEx, DHL, OnTrac, and private couriers.
- Maintain the security of packages and the mailroom.
- Conduct package audits weekly.
- Intermittently deliver packages to non-residents, staff, and faculty.
- Lift, carry, push, and pull mail bins, packages, and carts.

Housing Operations

- Manage sensitive, confidential, and private information.
- Use various software systems, including StarRez, Google Suite, Maxient, SumTotal, Pitney-Bowes package management, and ClickUp project management.
- Edit and assist in email creation for the department.
- Perform resident lockouts.
- Assist in the management of the check-in and check-out processes.
- Assist with facility walkthroughs within residential buildings.
- Provide Room Condition Inventory support and report any Community Standards violations and/or facilities needs to professional staff.
- Maintain the security of master access keys and building access.
- Provide administrative assistance such as general cleaning, organization of supplies, materials, and space, and filing of physical and electronic documents.
- 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.