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| 2007-2008 ATRIUM DESK Atrium Desk Assistant Position Description |
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Supervision:

The Atrium Desk Assistant is under the direct supervision of the Assistant to the Director of Housing.

Qualifications:

- ~ Strong Communication Skills
- ~ Clerical Experience Preferred
- ~ Customer Service Experience Preferred
- ~ Basic Computer Skills
- ~ Organizational Skills

Expectations:

- To greet and provide customer service to all residents and visitors to University Courtyard and the campus.
- To ensure that a positive and quality environment exists.
- To understand the importance of confidentiality.
- To be a team player.
- To be flexible.
- To be both efficient and consistent.
- To handle and maintain the desk duties on a day-to-day basis.

Responsibilities:

- To attend all mandatory weekly staff meetings and training sessions. Class schedules **cannot** conflict with staff meetings.
- To be on time to both your scheduled shift and to staff meetings.
- To clock in and log in your time worked.
- To be able to follow and implement emergency procedures.
- To understand and implement University Courtyard policies and procedures.
- To be able to control and monitor the traffic both at the desk and behind the desk.
- To have read and understand both the IIPP Binder and MSDS Binder.
- 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, and take verbal and written messages.
- To maintain and schedule senior staff appointments using Meeting Maker.
- To understand and implement emergency procedures.
- To be able to sort and distribute daily mail.
- To log out express packages to residents.
- To check out recreation equipment.
- To manage and file daily lockouts and lost keys.
- To maintain and log all facility requests.
- To follow the movie schedule.
- To understand and maintain our SafLok key system when issuing a new room key, or checking out a maintenance key to a vendor.
- To be able to maintain our general log binder.
- To understand our filing system, locations of files, and be able to file documents.
- To maintain the master roster binder.
- To read, understand, review, and be able to answer questions about the 2007-2008 application brochure and website download, summer 2007 application packet, summer 2008 application packet, and the 2008-2009 application brochure and website download.

To assume additional responsibilities as identified by the Assistant to the Director of Housing.

APPLICATION DEADLINE: FRIDAY, JULY 06, 2007, NOON

**2007-2008 CUSTOMER SERVICE APPLICATION
ATRIUM DESK ASSISTANT**

Print or type information:

Name: _____ SSN/ID# _____

Local Address: _____

Hall

Room

City

State

Zip Code

Home Phone: () _____ Cell Phone: () _____

Permanent Address: _____

Street Address

Apt/Suite

City

State

Zip Code

Phone: () _____

E-mail Address: _____

1. Position Desired: _____

2. Have you ever been employed at University Courtyard? _____

If yes, list the position(s) held and date(s) of employment:

3. List other previous employers (at least two years), including any volunteer hours, and briefly describe the type of work performed:

4. Briefly describe any customer service experience you have provided in a volunteer or paid position.

5. Briefly describe any business telephone experience you have had in a volunteer or paid position.

6. 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?

YES _____

NO _____

7. Desk hours are 24 hours during the academic year. Atrium desk assistants work the shifts as follows:

- Monday-Friday: 3AM-8AM, 8AM-12:30PM, 12:30PM-4PM, 4PM-7PM, 7PM-11PM, and 11PM-3AM
- Saturday and Sunday: 3AM-8AM, 8AM-12:30PM, 12:30PM-7PM, 7PM-11PM, and 11PM-3AM
- Mandatory staff meeting held on TBA.

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

| | 3AM-8AM | 8AM-12:30PM | 12:30PM-4PM | 4PM-7PM | 7PM-11PM | 11PM-3AM |
|------------------|----------------|--------------------|--------------------|-----------------|-----------------|-----------------|
| Monday | | | | | | |
| Tuesday | | | | | | |
| Wednesday | | | | | | |
| Thursday | | | | | | |
| Friday | | | | | | |
| | 3AM-8AM | 8AM-12:30PM | 12:30PM-7PM | 7PM-11PM | 11PM-3AM | |
| Saturday | | | | | | |
| Sunday | | | | | | |

On a separate sheet of paper, please provide your current Fall 2007 class schedule.

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

List the names of the two professional/business-related references 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.*

Name: _____

Phone: () _____

Occupation and Title: _____

Name: _____

Phone: () _____

Occupation and Title: _____

I certify that the information furnished in this application is true and correct to the best of my knowledge and that any information that is falsified or misleading may be grounds for disqualification of eligibility for employment or termination of employment.

Applicant Signature _____

Date _____

**Return the completed application to the Atrium Customer Service Desk, or mail to:
University Courtyard 5152 N. Barton Avenue MS RH 82 Fresno, CA 93740-8013**

Applications are due by Friday July 06, 2007.