

<b>2007-2008 COMPUTER LAB</b> <b>Computer Lab Assistant Position Description</b>
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**Supervision:**

The Computer Lab Assistant is under the direct supervision of the Assistant to the Director of Housing.

**Qualifications:**

- ~ Strong Communication Skills
- ~ Computer Skills (Knowledge of Microsoft Windows and Office Applications) Required
- ~ Customer Service Experience Preferred
- ~ Organizational Skills

**Expectations:**

- To greet residents and customers 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 provide customer service to all residents and visitors at University Courtyard.
- To be both efficient and consistent.
- To handle and maintain the computer lab 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 /Computer Lab policies and procedures.
- To be able to control and monitor the traffic both at the lab assistant desk and behind the desk.
- To have read and understand both the IIPP Binder and MSDS Binder.
- To ensure a safe and clean work area.
- To assist and direct customers accordingly.
- To maintain understand the safety procedures.
- To check resident identification.
- To keep an accurate computer log of resident computer usage and reservations.
- To take regular inventory of the equipment in the lab.
- To make sure computers are running properly.
- To understand the pay for print system.
- To assist residents with lab concerns or computer problems.
- To check out headphones to residents when requested.

***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  
COMPUTER LAB ASSISTANT**

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**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. Computer Lab hours are 24 hours during the academic year. A minimum of one weekend shift is required for each assistant, and shifts run as follows:

- Sunday-Saturday: 7AM-11AM, 11AM-3PM, 3PM-7PM, 7PM-11PM, 11PM-3AM, and 3AM-7AM
- 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.

	7 AM – 11 AM	11 AM – 3 PM	3 PM – 7 PM	7 PM – 11 PM	11 PM – 3 AM	3 AM – 7 AM
<b>Monday</b>						
<b>Tuesday</b>						
<b>Wednesday</b>						
<b>Thursday</b>						
<b>Friday</b>						
<b>Saturday</b>						
<b>Sunday</b>						

**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 M/S RH 82 Fresno, CA 93740-8013**

**Applications are due by Friday, July 06, 2007 NOON**