

**2018-2019 ATRIUM DESK ASSISTANT  
Position Overview****FRESNO STATE**

University Courtyard

**Job Description**

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Atrium Desk Assistants act as the primary customer service representative for University Courtyard. They must stay up to date with University Courtyard policies and procedures and be able to relay them to the public. Desk Assistants operate the 24-hour Atrium Customer Service Desk and ensure a positive experience for all residents and visitors.

Compensation: \$11/hour

**Qualifications and Requirements**

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- **Must be enrolled as a student at California State University, Fresno for the fall semester**
- **Must be available for weekly staff meetings on TBA**
- Strong communication skills required
- Strong organizational skills required
- Customer service experience required
- Must attend ALL training sessions
- Experience handling confidential materials preferred
- Clerical experience preferred

**Responsibilities**

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- To read, understand, review, accept and answer questions about the 2018-2019 and 2019-2020 application packets.
- To keep all records, documents and information confidential.
- To understand and implement University Courtyard policies and procedures.
- To be able to follow and implement emergency procedures.
- 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 manage and file daily lockouts or lost keys.
- To maintain and log all facility requests.
- To understand and maintain our Saflok key system when issuing a new room key, or issuing a maintenance key to a vendor.
- To be able to maintain our general log binder.
- To understand our filing system.
- To assume additional responsibilities as identified by the Coordinator of Housing Operations.

*Remove this coversheet before submitting your application.*

**Personal Information:**

Name: \_\_\_\_\_ Fresno State ID#: \_\_\_\_\_

Phone: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

**Permanent Address:**

\_\_\_\_\_

Street Address Apt/Suite

\_\_\_\_\_

City State Zip Code

**Local/On Campus Address:**

*Check this box if your Local/On Campus Address is the same as your Permanent Address.*

\_\_\_\_\_

Street Address Apt/Suite

\_\_\_\_\_

City State Zip Code

1. Have you ever been employed at University Courtyard? (Circle One)

YES

NO

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

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\_\_\_\_\_

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

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

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

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5. 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? (Circle One)

YES

NO

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

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## Scheduling

Desk hours are 24 hours during the academic year. Atrium Desk Assistants work the shifts noted in the table below with mandatory staff meetings held on TBA.

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

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
12AM - 4AM							
4AM - 8AM							
8AM - 12PM							
12PM - 4PM							
4PM - 8PM							
8PM - 12AM							

**On a separate sheet of paper, please provide your Fall 2018 class schedule.**

## References

List the names of one professional/business-related reference and one reference of your choice 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.*

1) Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Occupation and Title: \_\_\_\_\_ Phone: ( ) \_\_\_\_\_

2) Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Occupation and Title: \_\_\_\_\_ Phone: ( ) \_\_\_\_\_

I certify that the information provided in this application is true and correct to the best of my knowledge.

**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 Sunday, July 15th, 2018 by 5:00PM.**

If you have any questions please contact the Coordinator of Housing Operations,  
Monica Lyon, at [mtasier@csufresno.edu](mailto:mtasier@csufresno.edu).