Statement:
Under the direct supervision of the Office Manager & OA Lead, the Student Office Assistant provides operational and clerical assistance for the Arroyo Vista Housing Office.

Summary of Duties:
- Provide excellent customer service such as greeting, assisting, and referring guests/visitors to the appropriate administrator.
- Answer phone calls and recording accurate messages for the professional staff using the Call Log and Messaging notes.
- Daily monitoring/updating AV Google Doc, mail forwarding, distributing inter-campus mail, logging in & out packages, and checking in/out keys, equipment, etc.
- Troubleshooting basic problems with computers and the copy/printer, answering general questions about the complex, contracting, and vacancies.
- Occasional typing, use of office equipment such as photocopy machine and fax machine, giving complex tours, filing, and other duties as assigned.
- Confidentiality, accuracy, and attention to detail is REQUIRED at all times.

Requirements: Please Read Through Entirely
- Must be a Full-Time UCI student with a minimum cumulative 2.4 GPA throughout the employment period and be in Good Academic Standing with the University.
- Must be able to attend quarterly OA meetings - TBD.
- Must be able to attend FALL TRAINING – STARTING ON SEPT 4, 2018 – Housing and Meals will be provided during training.
- Familiarity with Microsoft Office applications: Excel, Word, Outlook.
- Be available to work during regular office hours, including June 2018 & June 2019 Finals Week, Fall Move In (Sept. 23, 2018). Also, Winter Break (Dec 17-21, 2018) and/or Spring break (March 25-28, 2019), Move Out for 2018 (June 16th) & 2019 (June 15th).
- Abide by all Arroyo Vista & Housing policies, maintain confidentiality and punctuality.
- Applicant must have excellent interpersonal communication skills.
- Must provide Quarterly Registrar’s print out of class schedule and Quarterly Transcripts.
- On-campus housing experience preferred.

Preferred Skills and Experience
- Arroyo Vista Housing residents or future residents preferred.
- On-Campus housing experience preferred.
- Previous office experience in a fast-paced, multi-tasked environment preferred.
- Proven Excellent customer service experience/skills.
- Work well with a team, demonstrate flexibility, communicate effectively, show follow-through, and pays attention to detail.
- Possess good decision-making skills.
- Have the ability to work independently, take initiative, and be proactive.
- Possess multi-line phone skills & computer skills (Microsoft Office Suite).

Mandatory Training
- Front Desk Job Training – Mid - May 2018 – Dates to be Selected.

Employment Important Dates:
- June Move Out: June 16th, 2018 & June 15th, 2019 from 7am–2pm, light breakfast provided.
- Fall 2018 All Student Staff Training: Sept 4 – 14th, meals & housing provided.
- Academic Year Period – Move In on 9/23/18 through Move Out 6/15/19.

Rate & Hours:
- $11 per hour; 4 - 6 hours per week.

Supervisor:
- Office Manager, Nicole Piciullo, npiciull@uci.edu.