**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.
- 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 UCI student with a minimum cumulative 2.4 GPA per quarter and throughout the employment period and be in Good Academic Standing with the University.
- Must be able to attend meetings - **tbd**
- Must be able to attend **SPRING TRAINING**, Mid May 2018 thru June 15th (shifts to be decided).
- Familiarity with Microsoft Office applications: Excel, Word, Outlook.
- Be available to work during regular office hours, including June 2018 Finals Weeks.
- 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**
- UCI Housing experience is highly preferred.
- Previous office experience in a fast-paced, multi-tasked environment.
- 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 Dates:**
- Front Desk Training: Mid - May 2018 – June 16th, 2018

**Period of Employment:**
- **Initial Training:** Mid-May 2018 through June 2018 – approx. 16 - 20 hrs.
- **Finals Week:** June 11-15th – Shifts will be assigned & you can pick additional hrs.
- **Summer:** June 18th – September 21st, with 2-weekend shifts for Summer Session I Move In, June 23 & 24th, as well as Summer Session II Move In, August 4th & 5th.

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

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

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Office Manager Signature  
Date  
OA Signature  
Date