SJSU | UNIVERSITY HOUSING SERVICES

Community Desk Assistant

EMPLOYMENT COMPENSATION

$18.45 per hour

STATEMENT OF INCLUSION

Residential Life Student Leaders will seek to understand and affirm all identities they serve to develop a culture where individuals challenge assumptions respectfully and engage in open discourse. Through a representative staff and equitable policies, they will continue to serve the evolving needs of the diverse communities.

STATEMENT OF ETHICAL STANDARDS

In the acceptance of this student leadership appointment, student leaders devote themselves to exercising a high standard of ethical conduct in their actions both on campus and in the off-campus community. These standards include, but are not limited to, the UHS Housing License Agreement, SJSU Student Code of Conduct, departmental student leader expectations, and all state and federal laws.

SUMMARY OF POSITION

As a member of the University Housing Services (UHS) staff, the Community Desk Assistant (CDA) provides welcoming customer service to the campus community and helps maintain a safe, secure living and learning environment in the Residence Halls. Under the leadership of the Community Desk Specialists, the CDAs are hired to work in each Residence Hall specifically to manage the community desk operations. CDAs will monitor residents and guests entering the residence halls, conduct lockout support, manage the checkout and return of lockout and community resource items, provide basic UHS/SJSU knowledge, and other duties as assigned.

QUALIFICATIONS

You must meet and maintain the following qualifications, or you will not be eligible for an interview or position appointment:

- As the appointment is for the full academic year, appointees graduating Fall 2027 are not eligible.
- **GPA:** Semester GPA of 2.5 and cumulative GPA of 2.5.
  - Falling below a 2.5 GPA may result in loss of active appointment and/or loss of eligibility for subsequent appointment the following semester.
- Be considered matriculated (enrolled in a degree-seeking program at SJSU).
- **Undergraduate status:** Minimum 12 units (no more than 18 per semester during appointment).*
- **Graduate status:** Minimum 6 units (no more than 9 per semester during appointment).*
- **Good conduct standing:** Must not be on housing probation, SJSU probation, or disciplinary probation at the time of application or appointment, and must maintain good conduct standing throughout the appointment period.
- Returning applicants must not be on performance-based probation at the time of offer to remain eligible for reappointment. Reappointment offers may be rescinded if performance concerns arise.

**Majors such as nursing or animation may qualify for lower unit requirement exceptions based on departmental requirements. Staff must carry the minimum requirements at all times and must notify their supervisor immediately if they drop below the minimum credits. Regardless of undergraduate or graduate status, an individual must maintain 6 credits per semester to be eligible for appointment.*

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TERMS OF EMPLOYMENT

Appointment: August 1, 2027 - May 26, 2028

- **Training Attendance:** Participation in Student Staff Training is a mandatory, non-negotiable component of this position, there is no exemption. Any activity, process, or position that conflicts with mandatory Fall/Spring Training is not permitted (e.g., Associated Students, Orientation Leader, Study Abroad, potential internships, other jobs). **Candidates unable to attend all of training will be removed from the CDA role.**
  - Complete all aspects of required training.
  - On-site for Fall Training and Fall Move-In/Opening
    - Dates: August 4, 2027 - August 17, 2027
    - During this time, appointees may not participate in outside commitments, including internships, organization meetings, on-campus/off-campus jobs, non-academic coursework, and personal events.
  - On-site for Spring Training approximately two weeks before classes start.
    - During this time, appointees may not participate in outside commitments, including internships, organization meetings, on-campus/off-campus jobs, non-academic coursework, and personal events.
- **Background Check Clearance:** Student leaders appointed to positions within University Housing must successfully complete and clear an Accurate background check. This requirement is based on the nature of the position and the access student leaders have to residential facilities, student information, and other sensitive or confidential information.
- **I-9 / EVC:** Appointees must successfully complete the University's required I-9 and EVC employment eligibility verification processes and provide all required documentation within the established timeframe. Appointment and continued employment are contingent upon successful completion and verification of employment eligibility.

Availability

- Desks are open every day, **7:00 AM - 10:30 PM** CDAs will be required to work:
  - A minimum of 15 hours per week, not to exceed 20 hours per week (eligible for up to 40 hours during breaks).
  - Must be available for at least one shift over the weekends (Saturday/Sunday)
  - Holiday, Spring, Thanksgiving, and Winter Break shifts are determined by the scheduling process during the academic year. All CDAs are subject to working holidays and breaks.
  - On-site support for the closure of residence hall buildings (and apartment communities as applicable) for Winter Break and the end of the academic year. Closures typically occur during the final week of each semester.
  - On-site support during peak operational periods, including opening, closing, and finals week during the Fall and Spring semesters.
- CDAs may be asked to support major campus or UHS event weekends (e.g., Homecoming, Admitted Spartan Day — typically a Saturday in mid-April). Specific dates are shared during training and are subject to change.
- Must be available to work in **ALL** residential communities.
- This role includes functioning during anticipated or unanticipated crises or other emergencies. In certain situations, UHS will provide personal protective equipment (PPE) for staff to complete required tasks.

Additional Employment

Appointees may hold only one (1) student leader position within University Housing Services. If offered more than one student leadership role, the appointee must choose which position they wish to accept.

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RESPONSIBILITIES*

Customer Service

- Answer general questions from residents and guests.
- Conduct lockout support.
- Manage equipment and resource check-in and check-out.
- Maintain general cleanliness and organization of the desk and storage areas.
- Conduct yourself in an honest, conscientious, and courteous manner at all times, showing respect for persons of all backgrounds, races, genders, ages, interests, and abilities.

Security & Community Safety

- Actively monitor persons entering and exiting the residential community.
- Check Tower ID / building stickers to verify students' residence in the building.
- Conduct guest check-in and check-out.
- Maintain the security and safety of keys. Official job-related keys must be stored in their designated secure location when not in use and may not leave the building or area without authorization. Do not duplicate or loan keys to unauthorized persons. Misuse of keys for any purpose can result in immediate termination.

Development & More

- Attend and engage in all required CDA training(s) and other staff development activities.
- Attend all scheduled shifts on time.
- Clock in and out for every shift and report your time accurately.
- Submit hours after each scheduled shift and finalize by outlined payroll deadlines.
- Work cooperatively with all Community Desk team members and all other UHS staff.
- Complete other projects and administrative duties as assigned.

**Other duties as assigned.*

TRAINING IS A REQUIRED COMPONENT OF THIS POSITION

Training is an essential and required part of the Community Desk Assistant (CDA) position. All CDA staff members must fully participate in required Student Staff Training, as this preparation ensures you have the knowledge, skills, and resources needed to successfully support the residential community.

Fall Training and Move-In responsibilities will take place August 4, 2027 - August 17, 2027, and Spring Training will occur approximately two weeks before the start of Spring classes. Attendance and active participation in all required training sessions are mandatory.

Since training prepares you for the responsibilities of the CDA role, candidates must be available for the entire training period. Outside commitments, including other employment, coursework, internships, student organizations, or personal events, may not conflict with required training dates.

Please review the training schedule carefully before applying. If you have summer commitments that prevent you from attending the full training period, you should not apply for this position.