Student Housing Advisors are enthusiastic student ambassadors that serve a critical role in Housing Administrative Services. Utilizing their general campus knowledge and personal experience, they...

- Serve as the “face” of UCI Student Housing to prospective students, parents, and campus visitors, introducing them to the various on-campus housing communities tailored to meet the needs of a diverse student population and, in the process, assist with their consideration of UCI as their campus of choice.
- Guide current and new students through the processes that take them from “applicant” to “on-campus resident”.
- Act as a vital resource, helping students locate support services and resources that meet their particular needs, whether those are Student Housing or campus based.

Successful candidates will...

- Serve as “first point of contact” for those seeking housing information at the Information Desk in the Housing Administrative Services Office
- Lead Housing Tours of our First Year Residence Hall communities to campus visitors as well as “special tours” that provide personalized service to selected groups and VIP’s as needed.
- Participate in various outreach activities on behalf of Student Housing such as Celebrate UCI, Fall Preview Day and SPOP
- Assist professional staff with special projects and provide administrative support as needed.

ELIGIBILITY:

- Full-time UCI students for the 2019 – 2020 year with a minimum 2.4 overall and quarterly GPA
- $12.25/hour (Student Assistant III)

TERM OF EMPLOYMENT:

- June 17th, 2019 - June 12th, 2020 (w/ possibility to work through July 2020)
- Approximately 8-12 hours per week during Academic Year
- Approximately 10-15 hours per week during summer

JOB DUTIES

- Demonstrate an understanding of UCI Student Housing’s mission, vision and values.
- Staff the Reception Desk for Housing Administrative Services.
- Lead Housing Tours to Freshmen Residence communities throughout the summer and academic year.
- Greet walk-in clients and answer incoming phone calls, assisting clients with general housing questions and referring callers and visitors to the appropriate points of service when necessary.
- Access and make entries into Student Housing ‘OSCAR’ database containing student information.
- Deliver accurate information regarding on-campus housing options, off-campus housing options and general campus information. Maintain a broad knowledge of campus departments and activities.
- Provide administrative support for professional staff on a regular basis.
- Students must be available to attend mandatory trainings and weekly meetings, work throughout the summer months, portions of Winter and Spring Break and occasional evenings and weekends.
- Students are expected to be flexible with scheduling and work 8 – 12 hours/week during the Academic Year and 10 – 15 hours during the Summer.

SKILLS AND KNOWLEDGE REQUIRED:

- Excellent customer service skills
- Excellent verbal and written communication skills
- Strong interpersonal skills and professionalism
- Must be punctual, responsible and detail-oriented
- Ability to organize and prioritize tasks
- Ability to work in team-oriented environment

DESIRED EXPERIENCE:

- Experience living on-campus or in local communities
- Bilingual in Spanish
- Leadership experience
- Public speaking experience
- Experience working in an office setting
- General knowledge of on-campus and off-campus communities and UC Irvine