

Position Description

Under the supervision of the Assistant Director of the Resnick Student Union, this position supports the Welcome Center and Reservation Center by providing excellent customer service, answering questions, selling items, and managing multi-phone lines. Responsibilities include cash handling, ticket tracking, and assisting with event reservations by entering data into spreadsheets, floor plans, and forms. This role requires strong organizational skills, attention to detail, and a commitment to delivering high-quality service.

Type: Part-time, non benefited – current Fresno State students only
Supervisor: Assistant Director of the Resnick Student Union
Wage: \$16.90 per hour (non-negotiable)
Schedule: 20 hours per week (maximum); days, nights and weekends
Openings: 2 (Fresno, CA – In-person)

Responsibilities

- Provide excellent customer service to visitors and the campus community.
- Answer, assist, and transfer calls to appropriate offices, ensuring clear communication and resolutions.
- Process room, outdoor, and classroom reservations, ensuring adherence to policies and procedures.
- Enter and maintain data in floor plans, spreadsheets, and forms using Microsoft Office and Google Suite.
- Use EMS and 25Live event calendar/reservation systems to make and manage reservations.
- Handle cash transactions and ticket sales for events, transportation, money orders and attractions.
- Distribute student employee paychecks and ensure proper documentation.
- Log club and organization booth hours accurately and maintain related records.
- Manage charging pouch rentals, ensuring proper tracking and functionality.
- Maintain knowledge of Student Unions and university operations to assist with inquiries.
- Oversee lost and found items and related processes.
- Perform clerical tasks, including typing, filing, and other related duties as assigned.

Qualifications

- Must be an enrolled Fresno State student meeting the following requirements:
 - Undergraduate: 6 or more units (int'l: 12 or more); 2.00 cumulative GPA or above
 - Graduate: 4 or more units (international: 9 or more); 3.00 cumulative GPA or above
- Experience in cash handling is required.
- Familiarity with the campus and its available services.
- Ability to work independently with minimal supervision.
- Proficiency in using computers and software, including Microsoft Office and Google Suite
- Must demonstrate dependability, responsibility, and a personable, friendly attitude.
- Ability to work effectively with diverse populations, including faculty, staff, students, and the public.

Organization Description

Promote a sense of community, student success and personal growth as part of the **Student Unions** team! Over a million visitors annually eat, go bowling, hang out with friends or attend a variety of events in the Student Unions. The USU, RSU and SSU are the centers of campus life!

How to Apply

Please submit your resume and completed application in-person to the Student Involvement Center front desk, located on the third floor of the Resnick Student Union or emailed to getinvolved@csufresno.edu. Review of applications will begin immediately and will continue until the position is filled.

For questions, visit fresnostate.edu/usu, email getinvolved@csufresno.edu or call 559.278.2741.