JOB DESCRIPTION

POSITION TITLE: HOUSING AND HEALTH INSURANCE ASSISTANT
DEPARTMENT: INTERNATIONAL STUDENT SERVICES OFFICE
UNIVERSITY EXTENDED EDUCATION
HOURS: MONDAY - FRIDAY, 8 am to 5 pm (ability to work a flexible schedule when required, including evening and weekend hours, to meet program needs)
SALARY RANGE: $16.41 - $24.62 PER HOUR
FLSA STATUS: NON-EXEMPT

POSITION SUMMARY:
Under the supervision of the Director of International Students & Scholars, the Housing and Health Insurance Assistant provides support with Homestay and other housing-related services, as well as health insurance and pre-arrival needs, for all international students and scholars. The Housing and Health Insurance Assistant is the primary housing contact with responsibility for communicating with prospective students, scholars, agents, parents, and universities before arrival of students as well as during orientation. This position must also demonstrate a high degree of flexibility and creativity in working with individuals of varied educational backgrounds and multiplicity of cultures to assure customer satisfaction and quality service.

RESPONSIBILITIES:
Under minimal supervision, the incumbent works effectively to carry out the following responsibilities:

• Serve as additional point of contact for all international student and scholar inquiries via e-mail, phone calls and walk-ins regarding various housing options
• Collect and process homestay applications
• Provide support with payment plans for Residence Halls and Homestay
• Assist with housing and health insurance orientations and webinars 2-3 times per session
• Ensure that all submitted housing applications and health insurance forms are complete by requesting missing information if needed
• Monitor and update housing requests in database
• Assist with homestay family phone interviews at the beginning and end of each semester, as well as following-up with families throughout the semester
• Update pertinent information in ISS office related to housing, health insurance and homestay, including apartment information, doctors and ISS phonebook
• Assist the Housing and Health Insurance Coordinator with e-mail exchange and roommate matching
• Assist with housing placements and reporting requirements for sponsored students
• Perform other duties as assigned
EDUCATION:
Bachelor’s Degree or equivalent

Qualifications:
- Minimum three years of related work experience in an international setting
- Ability to interpret student requests and, if necessary, refer complex issues to the Housing and Health Insurance Coordinator
- Excellent interpersonal skills with ability to articulate the importance of housing and homestay rules and regulations and health insurance requirements
- Ability to multitask and respond knowledgeably to student requests
- Ability to function well in a team environment
- Experience with Microsoft Office Suite of products, especially Access, Word, Excel and PowerPoint
- Demonstrated experience providing quality customer service to international students

BENEFITS:
Comprehensive benefits package including; health, dental, vision, life/AD&D, health care flex plan, LTD, vacation, sick leave, holiday, credit union, tuition reimbursement and retirement plan 403(b) with company matching. All benefits will be administered according to policies and/or procedures.

APPLICATION PROCEDURE: To be considered an applicant; you must apply through our online applicant portal found on the following site:
http://asc1app.fullerton.edu/Finance/applicant/public/default.aspx

If you are a qualified individual with a disability or a disabled veteran, you have the right to request an accommodation if you are unable or limited in your ability to use or access our career center as a result of your disability. To request an accommodation, contact a Human Resources Representative at ascemployment@fullerton.edu.

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