



## About this Job

The **Front Desk Career Center Student Ambassador** provides administrative and clerical support to the Career Center. They serve as first point of contact to inquiries in the office. **Federal Work Study and Non-Federal Work Study students are all encouraged to apply.**

### Duties include (but not limited to):

- Disseminate general information regarding programs and services.
- Maintain a welcoming and professional environment.
- Interact with a diverse population - Greet and refer students, alumni, staff/faculty, employer and community partners.
- Ensure cleanliness of office as well as monitor and replenish office supplies.
- Answer phone calls/emails; schedule appointments in a fast-paced environment.
- Perform clerical functions such as: distributing mail, scanning documents and maintaining databases.
- Diagnose and troubleshoot questions regarding Handshake user accounts via telephone and in-person.
- Ensure confidentiality of records.
- Support the Cougar Career Closet through inventory, sorting and assisting students and donors.
- Complete special projects as assigned.
- May provide assistance with outreach.
- Attend student ambassador staff meetings and meetings with program supervisor.
- Participate in professional development opportunities.

### Qualifications:

- In good academic standing and enrolled at least part-time.
- Basic administrative or clerical work experience.
- Good customer service experience working with a diverse clientele.
- Excellent oral/written communication skills.
- Attention to detail & good organization skills.
- Ability to work both independently taking initiative and as a team player in a fast-paced environment.
- Working knowledge of Microsoft Office (Word, Excel, PowerPoint, Teams and Outlook) and familiar with Handshake.
- Handle potentially stressful situations calmly and professionally.

**Other Requirements:** Attend mandatory training (dates TBD)

*\*You are **welcome and encouraged** to use the Career Center services to help with your resume, cover letter, etc. as you apply.*

## About CSUSM - Career Center

To inspire, challenge and prepare all students and alumni to navigate the path from college to career with clarity, competence and confidence.