

California State University San Marcos Corporation (CSUSM Corp)

JOB DESCRIPTION - Student Assistant

Project Name: Associated Students, Inc.

Job Title: Administrative Specialist

Hours per Week: Maximum 20 hours per week

Reports to: Student Org. & Project Specialist

Length of Appointment: Fall 2019; Renewal Consideration after Fall

Purpose of the job (definition): As a function of the Associated Students, Inc. (ASI) of Cal State San Marcos, the Front Desk Team is responsible for providing excellent customer service to all patrons and guests of the campus community, while serving as an ambassador of ASI working to increase student life, campus climate, and promote wellness throughout campus. This position may coordinate, implement, and plan projects of a varied and complex nature and foster working partnerships with several other entities on campus.

Primary Duties and Responsibilities

Responsibilities include, but are not limited to:

- a. Answer, screen and route incoming calls and emails appropriately while accurately recording information.
- b. Greet and direct customers; disseminating information.
- c. Provide administrative support, tours of the office suite, and relay campus information.
- d. Assist with scheduling the ASI Conference Room.
- e. Assist with conference room set-up/clean-up for ASI events (includes ability to lift 50 lbs. using proper ergonomic procedures). This may include serving food or beverages for events (must be willing to be trained in food handler's safety).
- f. Maintain and operate all administrative equipment.
- g. Assist with recording, scanning, archiving, and physically as well as digitally organizing paperwork.
- h. Support the office functions on special projects as assigned.
- i. Maintain updated files for each individual project.
- j. Complete timesheets by approximately the 15th and last day of the month.
- k. Provide supervisor with semester availability prior to the commencement of each semester & notify supervisor of schedule changes as soon as possible.
- l. Comply with all University and ASI policies and procedures.

Training and Staff Meetings

- a. Attend the mandatory ASI All Staff Retreat August 19-21, 2019, off campus.
- b. Attend the mandatory ASI Mid-year Retreat January 17, 2020.
- c. Attend and participate in weekly staff meetings.
- d. Attend 1:1 meetings with supervisor.
- e. Attend minimum amount of ASI L.E.A.P. training workshops and complete required feedback forms.

Job Qualifications

Knowledge of

- a. The mission, vision, and values of Associated Students, Inc. of California State University San Marcos.

Ability to

- a. Stay well-informed of current events on campus and general campus climate.
- b. Effectively manage time and multiple projects both individually and collaboratively, take initiative, and be self-directed.
- c. Ability to work as an effective member of a team.
- d. Use independent judgment to solve problems and make decisions regarding work-related tasks when professional staff is not present.

- e. Be mature, responsible, and sensitive towards cultural differences.
- f. Maintain effective, inclusive, and positive communication with members of the ASI staff and campus community.
- g. Commit to developing a high quality of student life on campus.
- h. Establish healthy, mutually beneficial relationships with others.
- i. Communicate clearly and accurately verbally and written.
- j. Be punctual, professional, and dependable.
- k. Effectively use Microsoft Office Suite and other job-specific technology.
- l. Adhere to ASI student employee expectations.

Experience

- a. Have proven experience working cooperatively as part of a team.
- b. Strong interpersonal skills and the ability to work collaboratively with diverse students, staff, faculty, and community members.
- c. Previous customer service, outreach, communications, and social media management experience.

Education

- a. To be employed with ASI, students must be enrolled in at least 6.0 units at CSUSM each semester, in good standing with the University. Students must also maintain a semester and cumulative GPA of at least 2.0. Grades will be checked at the end of each semester.

Hourly Wage: Starting at \$12/hour

Prepared By: Natalie Marshall, Student Organization & Project Specialist on January 31, 2019.