California State University SAN MARCOS

Job Description

Department: University Student Union
Position Title: Information Services
Time Base: Avg 15 hrs/wk, Max 20 hrs/wk

Position Reports to: Student Life Operations Analyst
Exempt or Non-Exempt: Non-Exempt

PURPOSE OF POSITION:
Under general supervision, the University Student Union Information Services Student Assistant is responsible for providing excellent customer service to all patrons and guests of the University Student Union, while serving as an ambassador of the USU by working to increase student life 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.

Information Services
Position Requirements:

- Must be continuously enrolled at least half-time during the academic year. Undergraduate students (including credential students) must be continuously enrolled for a minimum of 6 units. Graduate students must be continuously enrolled for a minimum of 4 graduate level units.
- Must maintain 2.0 cumulative GPA and remain in good standing with the University.
- Must be able to lift up to 50 pounds using proper ergonomic procedures.
- Must be available to work evenings and weekends as required for USU operation and events.
- Attend all required training programs.

Responsibilities include, but are not limited to:

- Meet with USU staff and review written directions to determine operation priorities, timelines, and tasks.
- Provide information related to USU operations and events; promoting participation to guests.
- Attend all required USU student assistant training programs.
- Utilize a variety of software systems to carry out daily tasks (Microsoft Teams, Lost & Found System, etc.)
- Answering, screening and routing incoming calls appropriately and accurately recording information.
- Greeting and directing customers; answering questions and disseminating information.
- Perform duties with a high-level of professionalism.
- Provide assistance with event room set-ups as needed.
- Follow a detailed daily and evening cleaning schedule of public usage areas, access areas, restrooms, dining areas, hallways, and outdoor activities, including cleaning up spills.
- Provide administrative support, building orientations, tours of the USU, and campus information.
- Assist with programs sponsored by USU Live.
- Comply with all university and USU policies and procedures.
- Opening and closing outdoor umbrellas on Green Roof and Amphitheater terraces (daily opening and closing duty, and as needed due to inclement weather conditions)
- Straighten and clean outdoor furniture on Green Roof, Amphitheater terraces, and 4th floor patios (as needed throughout all shifts each day)
- Deliver packages to Building Partner offices (Mon & Wed afternoons only)
- Related tasks as assigned.

Information Services Student Assistants will have the opportunity to (or will be requested to) work additional hours assisting with University Student Union events.

Responsibilities for these additional hours may include but are not limited to:

- Assisting with room set-up/clean-up for campus events.
- Serving food or beverages for events (Must be willing to be trained in food handlers safety).

Hourly Rate: Starting at $17.40/hour