

# Student Union Service Assistant I

Associated Students Inc. Student Union, California State University Channel Islands

<b>Position Title:</b>	Student Union Service Assistant I		
<b>Hours:</b>	12 - 20 hrs. /wk.	<b>Employment Rate:</b>	\$14.25 hourly
<b>Supervisor:</b>	Student Union Operations Coordinator	<b>Student Supervisor:</b>	N/A
<b>Area:</b>	ASI: Student Union Operations Team	<b>Division:</b>	Student Affairs

## Developmental Opportunities & Responsibilities

Under the direction of the Student Union Supervisors, Student Union Service Assistants, as a team, are responsible for:

### **Student Engagement & Frontline Services:**

- Serves as the primary information center for ASI, the Student Union, and campus related activities, resources, and services for customers in person, on the phone, and via email.
- Interacts with various campus constituencies to maintain awareness of university programs, services and student resources.
- Supports and manages team and individual engagement projects that provide passive or active programming in the Student Union building for students.
- Supports the advertising, promotion, and marketing of student union resources, initiatives, and programs/events to students.
- Provides campus, ASI and Student union directional support to students.
- Provides campus, ASI and Student union resource, service, event, and activity information and services to students.
- Provides excellent, inclusive, and equitable customer service to all students and student union guests.
- Promotes a safe, inclusive and equitable environment where all building patrons can congregate.

### **Organizational & Administrative Support:**

- Aids the ASI Office in administrative processing which includes daily document and cash handling.
- Supports daily building deliveries and incoming/outgoing mail services.
- Supports regular patron data collection and assessment practices, and resource assessment.
- Support building and resource storage maintenance.
- Reports to and provides direct support to the Student Union Supervisors and Student Union Operations Coordinator.

### **Student Union Operations:**

- Prepares and maintains the Student Union for daily operations.
- Assists with staffing special events during regular business hours and for special after-hours programming.
- Assists with general building comfort and cleanliness.
- Monitors union service, safety, and security.
- Identifies and resolves immediate operational issues in the building.
- Adheres to scheduled shifts, and union employee dress code.
- Attends all scheduled retreats, trainings and staff meetings.
- Upholds and enforces all Associated Students Incorporated and Student Union policies and procedures.
- Supports daily operational use and maintenance of student union meetings rooms and event spaces.
- Supports daily operational use of AV equipment, televisions, data projectors etc., throughout the building.
- Supports opening and closing procedures of the student union.
- Supports the execution emergency procedures (such as building evacuations or medical emergencies).
- Observes individual and group use of the student union facility and services to ensure proper practice of the building policies and procedures.

## Position Qualifications & Skills:

- i. Demonstrates: strong verbal and written communication skills, ability to work effectively with a diverse campus population, organization, accuracy, timeliness, responsibility, independent work, excellent customer service, attention to detail, and leadership.

## Conditions of Employment

- i. Must pass a background check and may be subject to drug tests.

<b>Students Name:</b>	<b>Signature &amp; Date:</b>
<b>Student Supervisor Name:</b> N/A	<b>Signature &amp; Date:</b> N/A
<b>Supervisor Name:</b>	<b>Signature &amp; Date:</b>

## **Additional Dolphin CareerLink Posting Information**

### **Eligibility:**

- Must be enrolled as a student at CSU Channel Islands.
- Must maintain a cumulative and semester GPA of 2.5 or higher and be in judicial good standing.

### **Student Union Statement of Purpose:**

The Student Union serves to foster community and enhance student learning and development on the CSU Channel Islands campus by providing exceptional services, supporting holistic programming, creating regular opportunities for staff development, and maintaining an environmentally responsible facility.

### **Leadership Learning Outcomes & Assessment:**

ASI is committed to the development of our student leaders. Students involved in ASI leadership opportunities will develop in the following skill sets: Interpersonal skills, Problem Solving, Effective Communication, and Leadership Identity Formation.

Student Union Student Assistants are required participate in semester evaluations which observe and evaluate the capacity of the employee, including the employee's ability to satisfactorily perform the essential functions of his or her job; and to observe and evaluate the employee's work habits and conduct, including attendance and the employee's relationship with coworkers and superiors.

### **Contact:**

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