Division: Associated Students Incorporated
Area: Student Union
Office: Associated Students Incorporated
Position Title: Student Union Supervisor
Hours: 10-20 hrs./wk.
Classification: Level III
Rate: $13.25
Contact: Bethany Banuelos Tel. (805) 437-8932/ Email: Bethany.banuelos@csuci.edu
Supervisor: Bethany Banuelos

Office Description

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.

Student Leadership Definition

With excellence and integrity, CI leaders serve others, build community, personally flourish and act in a positive and socially responsible manner.

Job Qualifications and Requirements:

- 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.
- Must have a minimum of one year of leadership or supervisor experience.
- Must be able to enforce all Student Union, ASI and University procedures and policies.
- A minimum of one-year experience as a Student Union Student Assistant is highly preferred.
- Must be able to coordinate the work of a group of student employees.
- Must be willing and flexible to work over summer and winter break.

Skills

- Must possess strong verbal and written communication skills.
- General office experience is recommended which includes but is not limited to knowledge of PC computers, Microsoft Office Systems (Word, Excel, Publisher, and PowerPoint), and phone etiquette.
- Must be able to work effectively with a diverse campus population.
- Must be well organized and able to manage a multitude of tasks simultaneously under pressure and with accuracy.
- Must be responsible, friendly and courteous.
- Ability to work independently with minimal supervision.
- Should have customer service experience, which includes a communicative approach that supports a positive, cooperative, and open environment; as well as, conducts all interactions with respect, courtesy, directness, fairness and equality.
- Knowledge of campus resources and AV equipment is preferred.
Job Description
Facility and Administrative Responsibilities

- Under the supervision of the ASI Facility Specialist, the primary responsibilities of the Student Union Supervisor is to ensure that the facility, services, and all programs within the building are operating in accordance with guidelines established by ASI and the University.
- Hold dual position descriptions (Student Union Service Assistant I and II)
- Aid the ASI office in administrative processing which includes cash handling.
- Ensure adherence to the mission and goals of the Student Union, ASI, and the University.
- Be aware of all activities, services, and programs taking place in the Student Union.
- Be familiar with all campus locations.
- Report all activities which are harmful, unethical, and against Student Union, ASI, and/or University policies and procedures of student workers and patrons of the building.
- Assist with staffing special events, preparing and maintaining the Student Union for daily operation and assist with general building comfort and cleanliness.

Supervision Responsibilities

- Provide leadership for Student Union Service Assistants I and II employees.
- Coordinate Student Union employee schedules, requests for time off, shift changes, etc.
- Create and disseminate Service Assistants II schedules and Equipment Logs for resources.
- Meet regularly with Student Union employees.
- Meet regularly with the ASI Facility Specialist for professional development.
- Assist in the planning and implementation of Student Union staff meetings.
- Assist with the book club selection and creating a presentation schedule.
- Assist with the student development of the Student Union staff.
- Work with student workers to achieve a high level of customer service.
- Assist in the hiring of new Student Union employees.
- Assist in the Student Union employee assessments.
- Foster communication among student workers.
- Promote individual professional development through goals and conferences.
- Ability to be flexible and handle different situations with confidence and leadership.
- Assist with disciplinary action as needed.
- Organize, coordinate, oversee, and assist in the training of lower level student employees.

Customer Service

- Serve as the primary information center to customers in person, on the phone, and via email.
- Know all Associated Students Incorporated and Student Union policies and procedures.
- Promote a safe environment for Student Union guests and maintain strict adherence to safety procedures.
- Interact with various campus constituencies, attend programs, and obtain information regarding campus activities.

Professional Expectations:

- Be on time, prepared for work, in attendance at all scheduled trainings and staff meetings, and adhere to specified dress code.
- Seek creative solutions to problems and recommend improvements to programs, processes, systems and services.
- Maintain Student Union information about employees and procedures confidential.
- Performs other duties as assigned.

Conditions of Employment
As conditions of employment, student employees:

- Must meet established driving standards
- Must pass a background check.
- May be subject to drug tests.
The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

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.

Student’s Name: ______________________________ Signature: ______________________________ Date: _______

Supervisor’s Name: _____________________________ Signature: ______________________________ Date: _______