California State University Channel Islands
Student Employment

Division: Associated Students Incorporated/ Student Life
Area: Student Union
Office: Associated Students Incorporated
Position Title: Student Union Service Assistant I
Hours: 10-20 hrs./wk.
Classification: Level I
Rate: $13.25
Contact: Tonee Sherrill Tel. (805) 437-3273/ Email: tonee.sherrill@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 CI 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.

Skills
- Must possess strong verbal and written communication skills.
- 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.
- Ability to take direction with attention to detail.
- 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.
- Should have some 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.
- Must have the ability to enforce all safety, facility, SU, ASI and University procedures and policies.

Job Description

Facility Responsibilities
- Under the supervision of the ASI Facility Specialist, the primary responsibilities of the Student Union Service Assistant I 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.
- Ensure adherence to the mission and goals of the Student Union, ASI, and the University.
- Be familiar with all campus locations.
- Be aware of all activities, services, and programs taking place in the Student Union.
- Responsible for completing appropriate opening and closing procedures of the Student Union.
- Maintain strict adherence to safety procedures.

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 where patrons can congregate.
- Interact with various campus constituencies, attend programs, and obtain information regarding campus activities.

**Student Union Project Management**
- Manage a project(s) that provides passive or active programming on behalf of the Student Union.
- Keep track of budget for project(s).
- Create project(s) proposals, goals, and assessment for project(s).

**Administrative Duties**
- Aid the ASI Office in administrative processing which includes cash handling.
- Assist with staffing special events, preparing and maintaining the Student Union for daily operation and assist with general building comfort and cleanliness. This position will maintain strict adherence to safety procedures.
- Report all activities which are harmful, unethical, and against SUB, ASI, and/or University policies and procedures of student workers and patrons of the building.

**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.
- Maintaining 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 to 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: _______