



## POSITION DESCRIPTION Student Employment

**Student's Name:**

**Department/Division:** Learning Resource Center, Academic Affairs

**Preparer's Name:** Megan Eberhardt-Alstot, Interim Dir. LRC & Academic Success Serv.

**Preparer's Telephone:** x8921

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**Position Title:** Student Assistant (Level I)

**Skill Level:** Level I ☒ Level II ☐ Level III ☐ Level IV ☐

**Salary:** \$ 16.00/hr

**Hours:** 5-20 hrs/wk

**Purpose of Position:**

Assist the Learning Resource Center staff with various clerical duties.

**Job Responsibilities:**

Learning Resource Center (LRC) Student Assistants serve as the first line of contact for students visiting the Center. They maintain a presence at the front desk in the physical and online center and fulfill various receptionist duties. Front desk duties involve facilitating LRC visitor check-in, appointment scheduling, greeting visitors, matching students with appropriate tutoring staff members, and assisting students with checking in and out properly, for both online and in-person LRC visitors. Additional administrative tasks include data entry in various database systems, assisting LRC staff with events, outreach and engagement activities, and administrative tasks such as making flyers and other publications, copying/scanning information, filing, running errands on campus, etc. In addition to these duties, Student Assistants may be involved in various trainings, duties, or special projects as assigned for the Center.

**Required Knowledge/Skills/Abilities:**

Will work under the guidance of the LRC professional staff team, including the Administrative Support Coordinator, LRC Assistant Coordinator of Tutoring Services, and the Director of the Learning Resource Center and Academic Success Services, who will be delegating work assignments, monitoring student assistant's progress, and keeping track of attendance. Student assistants must be willing to work as a team with all staff members and other departments within CSU Channel Islands. Must be able to work between five and twenty hours per week per semester. Student assistant must be outgoing and enthusiastic, flexible, prompt, reliable, and enjoy talking to people both on the phone and in person. While there is no dress code in the centers per se, a neat and well-groomed appearance is necessary. Must be comfortable working on computers and have a working knowledge of Microsoft Outlook, Excel, and Word programs, as well as experience with or the ability to learn virtual meeting platforms such as Zoom. Must have great customer service skills, be detail oriented, and have the ability to interact in a positive manner with students, faculty, and staff members. General familiarity with university policies and procedures is desirable. Admission or registration as a CSU undergraduate student with a minimum enrollment of 6 units.

**Signatures:**

_____ Employee Signature	_____ Date	_____ Supervisor Signature	_____ Date
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