

## Job Details

**Position Title:** Pan African Student Success Center Student Assistant

**Classification:** Student Assistant

**Wage Range:** \$16.90 per hour, 12 – 17 hours per week

**Department:** Santos Manuel Student Union Pan African Student Success Center

**Work Schedule:** Must be able to work Monday-Thursday from 8:00 a.m. to 6:00 p.m. and Friday from 8:00 a.m. to 5:00 p.m. Scheduling will be determined by availability of student assistant and the center's staffing needs.

### **ABOUT THE FIRST PEOPLES CENTER:**

The Santos Manuel Student Union Pan African Student Success Center (PASSC) provides a safe space for the campus community, along with programs to enhance our understanding of Black, Pan African, African American student experiences. We aim for insight into issues of gender equity, intersectionality, culture, voice, and deconstructing ideologies placed around the lives of women and empower everyone to actualize their fullest potential.

**GENERAL STATEMENT:** The Pan African Student Success Center Student Assistant will gain skills in customer service, program development, and leadership. The Student Assistant will provide day-to-day office assistance and coordinate the planning and implementation of FPC programs addressing issues of oppression, marginalization, and social justice. The Pan African Student Success Center is seeking Students Assistants who are solution-driven and detail-oriented in order to keep up with the needs of the department.

### **JOB DUTIES:**

- Staff the Center, greet guests, provide information regarding our services, and maintain a safe and welcoming environment for users of the Center.
- Plan, develop, and implement programs and events for the Center.
- Maintain files and records of all programs and events and ensure that the necessary paperwork and documentation is done in a timely manner.
- Provide excellent customer service and demonstrate professional etiquette to everyone who visits, calls, or contacts the Center (in-person and electronically).
- Ensure that the Center is kept clean to help maintain a welcoming environment.
- Update and maintain the resource manuals.
- Attend SMSU events and programs when possible.
- Attend mandated SMSU trainings and weekly staff meetings.
- Adhere to SMSU policies.

- Assist in publicizing Center events which may include posting flyers, announcing in classes, posting events on the SMSU website and platforms. Student Assistants may also be asked to meet with representatives from the Coyote Chronicle and Coyote Radio.
- Make appropriate referrals for campus and off-campus services.
- Promote the Student Union and all its programs and services.
- Assist in organizing the Center Library, decorating, and updating resource boards.
- Other duties as assigned.

**QUALIFICATIONS:**

- A commitment to serving students
- Ability to work as part of a team
- Ability to work with a high degree of autonomy
- Dependable
- Knowledge and understanding of the womxn community through lived or work experience

**EDUCATION:**

- Must be currently enrolled **at least half-time** at CSUSB (6 units per semester for undergraduate, 3 units per semester for graduate)
- Minimum 2.0 cumulative GPA required at the time of hire and throughout duration of employment along with GPA of 2.0 per semester term

**REQUIRED KNOWLEDGE AND ABILITIES:**

- Technologically proficient in Microsoft Office and Google Drive
- Experience working in customer service driven environment
- Ability to manage multiple projects and adhere to deadlines
- Willingness to work with an ethnically diverse and culturally pluralistic student body and staff
- Proven communication, interpersonal, and organizational skills

**ESSAY QUESTION:**

- How have you supported Black, Pan African, African American student experiences, programs or initiatives?