

California State University, San Bernardino

Santos Manuel Student Union

Job Title: Administrative Office Support

Supervisor: Executive Assistant to the Executive Director, Santos Manuel Student Union

Position Type: On-Campus Student Employment

Status: Hourly Employee (Non-Exempt)

Hourly rate: \$16.50

Position Description

Under the general direction of the Executive Assistant to the Executive Director, the Administrative Office Support student employee provides reception and clerical support for the Santos Manuel Student Union (SMSU) Administrative Office. The position plays a key role in maintaining a welcoming, organized, and professional environment while assisting with daily operations, communications, and administrative projects.

The Administrative Office Support serves as a first point of contact for visitors and callers, assists with board and staff meetings, and supports the coordination of office logistics and events. The position requires strong attention to detail, confidentiality, and customer service, while providing opportunities for professional skill development and engagement with the SMSU mission.

Essential Functions

The Administrative Office Support student employee will perform a variety of administrative tasks, including but not limited to:

Front Office & Communications

- Greet and assist visitors, answer phones, and route inquiries appropriately.
- Provide excellent customer service to students, staff, faculty, and community members.
- Receive, sort, and distribute incoming mail and deliveries.
- Maintain front desk, bulletin boards, and office promotional materials in an organized and current manner.
- Draft, proofread, and send correspondence on behalf of the Executive Assistant.

Administrative & Meeting Support

- Assist with preparing agendas, materials, and minutes for SMSU Board of Directors and committee meetings.
- Assist with the recruitment and outreach process for new Board of Directors members.
- Participate in major SMSU/RecWell signature events (e.g., Late Night, Coyote Fest, Fall Fest, etc.)
- Prepare materials and presentations for staff and departmental meetings.
- Maintain filing systems, supply inventories, and office organization.
- Submit facility and IT work orders as needed.
- Assist with data entry, verification of deposits, and processing of payments (when needed)
- Participate in semi-annual professional development opportunities.
- Perform other duties as assigned.

Minimum Qualifications

- Currently enrolled CSUSB undergraduate student (minimum 6 units) or graduate student (minimum 3 units).
- International students must maintain full-time enrollment status.
- Minimum 2.0 GPA required (2.5 preferred) and good academic standing.
- Availability of 12–15 hours per week; maximum 20 hours per week.
- Proficiency in Microsoft Office Suite and Zoom.
- Strong written, verbal, and interpersonal communication skills.
- Ability to multitask, prioritize, and work independently.
- Familiarity with CSUSB departments and operations preferred.

Terms of Employment

- Employment is on a semester-by-semester basis and contingent upon satisfactory performance and departmental needs.
- Start date is dependent upon completion of HR onboarding paperwork.
- Regular business hours: Monday–Friday, 8:00 a.m.–5:00 p.m.
- Summer schedule: Monday–Thursday, 7:00 a.m.–5:30 p.m. (4/10 schedule).
- Occasional evening or weekend hours may be required for special events.