

Santos Manuel Student Union

Job Description

JOB TITLE: CSUSB Esports Graduate Assistant

DEPARTMENT: Operations

HOURS PER WEEK: Up to 20 hours per week

BEGINNING SALARY: \$19.00/hour

Summary

Under the supervision of the Information Technology and Esports Manager, the Graduate Assistant will provide leadership and operational support for CSUSB Esports competitive teams, student engagement programs, events, tournaments, and Esports Arena operations. This position will bridge frontline services with strategic planning by coordinating league logistics, supporting team captains and student staff, assisting with outreach and assessment, and contributing to a welcoming, inclusive, and student-centered esports environment. This is a part-time position with up to 20 hours per week.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Coordinate competitive team logistics, including tryouts, league registrations, roster updates, match reschedules, match reminders, and the submission of scores and proof of results for NECC, PCL, and related competition platforms.
- Support team captains and competitive participants through timely communication, schedule coordination, after-hours team support when necessary, and reinforcement of program expectations and organizational policies.
- Assist with the planning, implementation, promotion, and assessment of CSUSB Esports programs, events, tournaments, and arena initiatives.
- Moderate CSUSB Esports Discord servers and other digital communities by sharing upcoming match schedules, recent results, event announcements, and program information.
- Provide general esports information to students, staff, faculty, and guests, and staff the Esports Arena as needed while serving as a professional and welcoming first point of contact.
- Maintain a comprehensive working knowledge of console and PC gaming, current esports and gaming trends, competition platforms, digital communities, and related technologies.
- Assist with ordering esports jerseys and promotional items and support coordination of the CSUSB Esports Exclaim online team shop.
- Conduct program assessments using qualitative and quantitative methods, reporting on outcomes and making data-informed recommendations.
- Represent CSUSB Esports in broader SMSU and CSUSB committees, ensuring student and participant needs are voiced and addressed.
- Support strategic planning efforts aligning with the SMSU mission and goals.
- Coordinate leadership development opportunities for students, including workshops and speaker series.
- Facilitate joint student development initiatives across SMSU and RecWell, ensuring all student employees benefit from shared training and growth opportunities.
- Promote CSUSB Esports initiatives through collaboration with campus media and outreach platforms.

Supervisory Responsibilities

Assists in providing supervision of student assistants, team captains, esports participants, and volunteers in accordance with the organization's policies and applicable laws. Responsibilities may include assisting with training, assigning tasks, maintaining schedules, supporting roster coordination, addressing routine questions, and elevating performance, conduct, or operational concerns to the appropriate professional staff.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

Education/License/Credential Requirements

Bachelor's degree is required. Preference is given to candidates with a background in information technology, communications, business administration, education, student affairs, recreation, esports/gaming, digital media, sport administration, or a related field. Must be enrolled and making satisfactory progress at CSU San Bernardino, pursuing a program at the master's level in information systems, business or public administration, education, student affairs/higher education, communications, digital media, recreation/sport administration, or another related field. Must be enrolled in six or more graduate units at CSU San Bernardino and maintain a semester and cumulative GPA of 3.0 or higher.

Language Skills

Ability to read and interpret documents such as procedures, platform requirements, competition rules, safety expectations, and operational instructions. Ability to write routine reports and correspondence. Ability to communicate effectively with students, staff, faculty, guests, team captains, and campus partners.

Mathematical Skills

Ability to compute rates, ratios, participation counts, and program data for reporting and assessment.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to respond appropriately to routine operational issues, shifting event needs, student questions, and technology-related concerns while elevating complex matters to professional staff.

Computer Skills

To perform this job successfully, an individual should have advanced knowledge of MS Office, including Excel, Word, PowerPoint, and Outlook; Google Workspace; Discord; PC and console gaming systems; and commonly used esports communication and event tools. Additional proficiency with League OS, League Spot, Twitch, YouTube, OBS, and tournament platforms such as Start.gg, Battlefy, or Challonge is preferred.

Certifications Licenses & Registrations

First Aid and CPR/AED certification required (certifications may be obtained within the first month of employment).

Physical Demands:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is regularly required to talk or hear, frequently required to sit and use hands to operate computers and gaming equipment, and occasionally required to stand, walk, and lift or move items up to 40 pounds.

Work Environment

The noise level in the work environment is usually moderate and may vary during events, tournaments, and programs. Work is primarily performed in an indoor office, program, or Esports Arena setting, with occasional support for campus events and outreach activities.