

JOB TITLE: Esports Arena Student Assistant – Digital Content Lead

DEPARTMENT: Operations

HOURS PER WEEK: Up to 20 hours per week

BEGINNING SALARY: \$17.00/hour

Under the direction of the Santos Manuel Student Union (SMSU) Information Technology and Esports Manager, the Esports Arena Student Assistant – Digital Content Lead is primarily responsible for supporting the day-to-day operations of the SMSU Esports Arena. They are the first point of contact for the high-volume, customer service orientated center and are versed in all applicable policies and procedures for handling equipment in the SMSU. The Esports Arena Student Assistant – Digital Content Lead assists guests with checking out and connecting equipment and peripherals, using the arena's ggLeap gaming interface, planning and managing Esports Arena events and programs, answering general questions about the esports program and promoting a fun environment. In addition, the Esports Arena Student Assistant - Digital Content Lead is responsible for moderating the CSUSB Esports Discord server and building the CSUSB Esports community through the use of Discord and Instagram. All duties will be performed in a friendly, professional, and courteous manner at all times.

JOB DUTIES:

- Lead Moderator of the CSUSB Esports Discord server and CSUSB team Discord servers
- Posts digital content to Discord and Instagram with the intent of building community and esports program interest.
- Staffs the Esports Arena, serving as a customer's first point of contact in the arena.
- Assists guests with use of the ggLeap gaming interface and arena equipment and peripherals.
- Provides general esports information to students, staff, faculty and guests.
- Manages and resolves guest complaints and receives suggestions/recommendations for the Esports Arena.
- Maintains a comprehensive knowledge of console and PC gaming.
- Proactively assists in the development, promotion and execution of Esports Arena programs, events and tournaments.
- Completes program assessments detailing areas for improvement and success of events.
- Maintains accurate daily log of equipment check-outs/ins and accurate hourly guest counts.
- Maintains strict adherence to Esports Arena procedures and code of conduct.

QUALIFICATIONS:

- 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
- Advanced experience setting up and moderating Discord servers
- Ability to create Instagram and Discord social media content that drives community engagement
- Experience using PCs and various gaming consoles and knowledge of troubleshooting techniques
- Detail-oriented, well organized, and able to remain focused in an environment with constant interruptions

- Ability to manage a multitude of tasks simultaneously, under pressure, and with accuracy
- Ability to work under time restraints and meet deadlines
- Ability to adhere to work rules, follow directions, use time effectively, and work productively
- Dedication to providing superior customer service
- Ability to work independently and without close supervision
- Strong verbal communication skills required, including ability to share relevant information, ask questions, listen well and respond appropriately
- Comfortable dealing with the public and communicating with customers, students, and staff
- Ability to establish and maintain cooperative relationships with co-workers and arena users
- Enthusiasm for working with a culturally diverse population of students, staff, and guests

DESIRED QUALIFICATIONS (NOT REQUIRED):

- Marketing major preferred
- Experience setting up tournament brackets on Starrt.gg, Battlefy or Challonge
- Knowledge of League OS (LoS) and League Spot esports competition platforms
- Experience participating in competitive esports