

Job Title: Student Assistant

Department: Student Union Financial Literacy Center (FLC)

Hiring Range: \$16.90

Reports To: Associate Director of Student Services and Philanthropic Giving

Location: San Bernardino, CA

FLSA Status: Non-Exempt (Hourly)

Category: Part-Time, Regular, At-Will

Work Schedule

This is a regular, part-time, hourly position. Willingness to work a flexible schedule as necessary in order to report to events and trainings is required. This may include working extended hours, evenings, weekends and some holidays. Scheduled hours will not conflict with class time.

General Purpose

The FLC Student Assistant supports the day-to-day operations of the Financial Literacy Center by providing excellent customer service, maintaining a clean and welcoming environment, and connecting students with campus and community resources. They assist in planning and delivering financial literacy programs and events, and help publicize Center activities through tabling and social media. Additionally, they contribute to Center reports, maintain accurate records, and participate in SMSU events, meetings, and trainings, while adhering to all SMSU policies and procedures.

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

Leadership & Administration

- Assist with paperwork including, but not limited to vendor contracts, Board of Director reports and annual reports.
- Maintain accurate files and records of all programs and events, ensuring all paperwork and documentation are completed in a timely manner.
- Support team members with event tasks and find solutions to problems that arise concerning services or programs.
- Attend all mandated staff meetings and SMSU trainings.
- Attend SMSU events and programs as scheduled, including "All Hands" and "More Hands" events.
- Adhere to all SMSU policies.

Programming & Outreach

- Plan, develop, and implement programs and events for the Center.
- Develop and deliver financial literacy workshops for college students.
- Assist students with developing budgets and understanding financial aid awards.
- Assist in publicizing Center events through tabling, flyers, in-class announcements, the SMSU website, and social media. May also coordinate with representatives from the Coyote Chronicle and Coyote Radio.
- Track all FLC inventory to support programming and operational needs

Customer Service & Referrals

- Staff the Center, greet guests, provide information about available services, and maintain a safe and welcoming environment.
- Provide excellent customer service to all who visit the Center, call, or reach out electronically.
- Make appropriate referrals to on-campus and off-campus services as needed.
- Effective oral and written communication skills.

Facility & Resource Management

- Ensure the Center is kept clean and well-maintained to support a welcoming environment.
- Assist in organizing the Center library, decorating the space, and keeping resource boards current.

Skills

- Excellent customer service and phone skills
- Effective oral and written communication with a diverse population
- Knowledge of CSUSB Palm Desert Campus resources
- Proficiency in Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Ability to multitask and work effectively in a fast-paced environment
- Detail-oriented, organized, and self-motivated
- Ability to work both independently and collaboratively
- Punctual, reliable, and maintains good attendance
- Positive attitude and quick learner

Minimum Education and Experience Qualifications**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- Must be a currently enrolled CSUSB student. Preferred major focusing on Finance, Accounting, Entrepreneurship, Business or another related field.
- Minimum 2.0 cumulative GPA required at the time of hire and throughout duration of employment.
- Preference towards Federal Work Study eligibility.

Supervisory Responsibilities

No supervisory responsibilities will be performed.