



CALIFORNIA STATE UNIVERSITY, LOS ANGELES  
**UNIVERSITY  
STUDENT UNION**

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Monday-Friday  
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The University-Student Union is an Affirmative Action/Equal Opportunity Employer. Applicants will be considered without regard to their race, color, religion, marital status, national origin, sex, age, pregnancy, sexual orientation, disability, military and veteran status, or other status protected by state or federal regulation within the limits imposed by law.

In order to be eligible for employment with the University-Student Union, a student assistant must be officially admitted to the University and must have at least a 2.0 G.P.A.

The person holding this position is considered a "mandated reporter" under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the CSU. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.

## **STUDENT ASSISTANT JOB OPPORTUNITY**

### **CUSTOMER SERVICE ASSISTANT**

**Hourly Rate:** \$12.00per hour; non-exempt classification  
**Work Schedule:** Up to 15 hours a week, Monday – Friday  
**Training Period:** Two months, with possibility of extension.

#### **General Statement:**

The Cross Cultural Centers Customer Service Assistant (CSA) will provide first-line response and assistance to students and guests in the Cross Cultural Centers. The CSA will play a key role in the Cross Cultural Centers, by assisting in the day to day operations, responding quickly and effectively to concerning situations, enforcing policies and procedures that ensure a safe environment, and presenting a positive attitude in his/her interactions in the Resource Centers. The CSA works with the CCC staff in educating students around issues addressed in the department mission statement – challenging racism, sexism, heterosexism, and other forms of identity oppression. The CSA works at the CCC front desk and in each of the four Student Resource Centers (Asian Pacific, Chicana/o Latina/o, Pan African & Gender and Sexuality) as assigned.

#### **Specific Duties and Responsibilities:**

- Willingness to work with an ethnically diverse and culturally pluralistic student body and staff
- Willingness to work in an environment emphasizing knowledge and values related to cross cultural issues and social justice
- Ability to work with individuals for both personal and collective good; willingness to learn about self and others
- Basic listening, para-professional counseling and referral knowledge and skills
- Ability to develop positive relationships and interactions with students and guests in the centers
- Ability to handle multiple projects
- Ability to communicate clearly with the public, both in written and spoken forms
- Basic computer skills and knowledge

#### **Required Qualifications:**

- Coordinate day to day operation of the Student Resource Centers.
- Open and close the Student Resource Center at designated hours; cover shifts for other CSA staff as needed.
- Works with a team of CSAs, Program Coordinators, and Volunteers to ensure a safe, friendly, and educationally-engaging environment for all students and guests within the Student Resource Centers.
- Answer phones, give information, take messages, and forward calls.
- Track number of guests in Student Resource Centers, how guests utilize services, and questions/issues of guests.
- Participate in outreach and publicity efforts of the CCC and University-Student Union.
- Assist and collaborate with the CCC Program Coordinators with special projects as requested, including but not limited to programs and events details, mailings, and collection of data from surveys and evaluations.
- Familiarize self with CCC programs and events; attend and participate in CCC programs.
- Lead and maintain initiatives including but not limited to monthly E-Newsletter, Volunteer Program, and Passive Programs.
- Monitor student and guest interactions in Student Resource Centers, intervene as necessary, and follow up with necessary documentation and communication with CCC full-time staff.
- Attend and participate in scheduled weekly staff meetings; attend all scheduled U-SU and CCC training sessions and meetings; participate in CCC departmental committees.
- Maintain CCC library, including checking in and checking out books, films, and other materials, following up with missing or late books, researching internet sites and other resources for Student Resource Center files.
- Other duties and special projects as directed.

**Closing Date:** Review of applications will begin on **February 1, 2019** and continue until the position is filled; however, the position may close when an adequate number of qualified applications are received. You may print an application from our website: [www.calstatela.org/usu/employment](http://www.calstatela.org/usu/employment) or visit our office in the University-Student Union room 306. A completed application is required.