

Position Title: Queer and Transgender Resource Center Student Assistant

Classification: Student Assistant

Wage Range: \$16.50 per hour, 12-17 hours per week

Department: Santos Manuel Student Union Queer and Transgender Resource Center

Work Schedule: The QTRC is open Monday-Thursday from 8:00 a.m. to 7:00 p.m. and Friday from 8:00 a.m. to 3:00 p.m. Scheduling will be determined by availability of student assistant and the center's staffing needs.

ABOUT THE QUEER AND TRANSGENDER RESOURCE CENTER:

The Queer and Transgender Resource Center provides education and advocacy to develop a more equitable and inclusive environment by addressing issues of homophobia, transphobia, and heterosexism throughout the campus community.

We are here to provide a platform for social justice as it is related to the rights of LGBTQIA students and faculty as a safe comfortable and open academic environment for all persons on the CSUSB Campus.

The Santos Manuel Student Union Queer and Transgender Resource Center is here to serve the greater campus community, through education, advocacy and social justice. The QTRC focuses on creating an inclusive and supportive environment for all university community members, including lesbian, gay, bisexual, transgender, queer, questioning, ace, and intersex students and their allies. As well as educating and advocating on issues such as homophobia, heterosexism, inclusive language, and other sexual or gender identity issues.

GENERAL STATEMENT:

The Queer and Transgender Resource Center Student Assistant will gain skills in customer service, program development, and leadership. The Student Assistant will provide day-to-day office assistance and coordinate the planning and implementation of QTRC Events. The QTRC is seeking Students Assistants who are solution-driven and detail-oriented in order to keep up with the needs of the department.

JOB DUTIES:

- Staff the Center, greet guests, provide information regarding our services, and maintain a safe and welcoming environment for users of the Center.
- Plan, develop, and implement programs and events for the Center.
- Assist in publicizing Center events which may include posting flyers, announcing in classes, tabling on campus, posting around campus, and posting events on the SMSU website and social networking sites
- Maintain files and records of all programs and events and ensure that the necessary paperwork and documentation is done in a timely manner.
- Provide excellent customer service and demonstrate professional etiquette to everyone who visits, calls, or contacts the Center (in-person and electronically).
- Attend SMSU events and programs when possible.
- Attend mandated SMSU trainings and weekly staff meetings.

- Make presentations in and out of the classroom setting.
- Adhere to SMSU policies.
- Make appropriate referrals for campus and off-campus services.
- Promote the Student Union and all its programs and services.
- Other duties as assigned.

QUALIFICATIONS:

- A commitment to serving students
- Ability to work as part of a team
- Ability to work with a high degree of autonomy
- Knowledge and understanding of the Queer and Trans community through lived or work experience

EDUCATION:

- 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

REQUIRED KNOWLEDGE AND ABILITIES:

- Technologically proficient in Microsoft Office and Google Drive
- Experience working in customer service driven environment
- Ability to manage multiple projects and adhere to deadlines
- Willingness to work with an ethnically diverse and culturally pluralistic student body and staff
- Proven communication, interpersonal, and organizational skills

ABOUT THE SANTOS MANUEL STUDENT UNION:

The Santos Manuel Student Union (SMSU), through its programs and facilities is a focal point of the campus where students, faculty, staff, administration, alumni and guests develop an enduring connection to the university. As a campus social hub, the SMSU assists in the retention and development of students, while encouraging a deeper understanding and appreciation of cultural pluralism, gender equity, and ethnic diversity. We accomplish this by providing a variety of cultural, social, educational and recreational activities, which create an environment conducive to personal growth and development. Planned activities also provide students with leadership opportunities and employment, which promotes an active learning experience as well as relaxation, entertainment, and social interaction. As the meeting place on campus for students and organizations, the facilities provide a comfortable and relaxing environment that embodies the delivery of services important to the university community. As a bridge between formal learning and life experience, co-curricular activities coordinated by the SMSU serve as a training ground for development of student leaders.