

Centennial Student Union Position Description

Student Administrative Aid

Term of Employment: Academic Year (August – May)

Pay Classification: Student Campus Assistant 1 (Base Pay)

Overall Responsibility: To support the Executive Assistant, Communications Coordinator, and Executive Staff in day-to day activities and act as the face of the CSU Administration Office. While acting as the first contact for customers, students, faculty and staff in the CSU Admin office, the SAA will also be responsible for updating the CSU Calendar and approving advertising materials (posters) for display in the CSU and Academic Buildings.

Responsibility Distribution	Position Responsibilities and Tasks
20%	Advertising and Marketing <ul style="list-style-type: none"> • Monitor posters and poster placement throughout the CSU and Academic Buildings • Distribute posters throughout CSU and Academic Buildings
50%	Customer Service <ul style="list-style-type: none"> • Handle inquiries from faculty, staff, students and visitors in a professional and friendly manner • Provide direct, clear, and polite instructions and directions to any inquiry given, i.e. "Where is this office?" Who do I talk to about (blank)?"
30%	Administrative Duties <ul style="list-style-type: none"> • Support the Director, Executive Assistant, Communications Coordinator, and other Executive Staff in any other appropriately delegated task • Communicate phone, email, and personal correspondence to executive staff

Learning Objectives

Customer Service	<ul style="list-style-type: none"> • Through work as the first point of contact in the CSU admin office, the student will gain extensive customer service skills both over the phone, email, and through in-person interactions.
Education Administrative Experience	<ul style="list-style-type: none"> • Through work done on the job, as well as exposure to the work of the Executive Assistant, the Student will gain an intimate experience and knowledge of Education Administration
Collaborative Workplace Experience	<ul style="list-style-type: none"> • Due to the nature of the position, the Student will gain the experience of working in a collaborative environment. • As an Administrative Aid, the Student will be given tasks from different members of the executive staff, broadening their scope of work in to Operations, Communication, as well as Administration.
Initiative & Ambiguity	<ul style="list-style-type: none"> • The student will learn to handle many different issues simultaneously, and how to take it upon themselves to move forward with projects, tasks, or other duties without direct supervision • The Student will gain experience in working under conditions of uncertainty, such as filling in for an assignment they were not hired for, or handling a challenging customer issue when very little to no information is given.

Supervisor: _____

Date: _____

Student: _____

Date: _____