

JOB TITLE: Esports Arena Student Assistant

DEPARTMENT: Operations

HOURS PER WEEK: Up to 20 hours per week

BEGINNING SALARY: \$16.50/hour

Under the direction of the Santos Manuel Student Union (SMSU) IT Coordinator, Esports Student Assistants are responsible for supporting the day-to-day operation of the SMSU Esports Arena. They are the first point of contact for the high-volume, customer service orientated Esports Arena and are versed in all applicable policies and procedures for handling equipment in the SMSU. The **Esports Arena Student Assistant** assists guests with using the ggLeap gaming interface, checking out equipment and games, managing Esports Arena events, answering general questions, and promoting a fun environment. All duties will be performed in a friendly, professional, and courteous manner at all times.

JOB DUTIES:

- 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 logging into the arena PCs.
- Provide general Esports information to students, staff and faculty, and guests.
- Manages and resolves guest complaints and receives suggestions/recommendations for the Esports Arena and Gamers Lounge.
- Maintains a comprehensive knowledge of console and pc gaming.
- Coordinates and facilitates game tournaments and event programming held in the Esports Arena.
- Proactively assists in the development and promotion of Esports Arena programs.
- Assists with managing all Esports Arena Social Media including: Twitter, Instagram and Discord.
- Manages online streams for Esports Arena on Twitch for 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.
- Communicates and enforces SMSU policy and operating procedures to effectively express expectations to customers, students and employees using the facility.
- Develops and supports professional working relationships with SMSU staff, SMSU student assistants, university departments, and faculty and student organizations.
- Maintains strict adherence to Esports Arena procedures and code of conduct.

QUALIFICATIONS:

- Currently enrolled CSUSB Student
- 2.0 or above GPA
- 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
- Ability to communicate effectively in writing
- Ability to learn and use various gaming consoles/PCs and troubleshoot equipment
- 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 student population, staff, and guests

Desired Qualifications (not required):

- Experience setting up tournament brackets on Challonge, start.gg or Battlefly
- Experience with streaming on platforms such as Twitch or Youtube
- Familiar with Discord; setting up, moderating and maintaining
- Avid Gamer (PC or Console)