

**California State University, San Bernardino**  
**SANTOS MANUEL STUDENT UNION**  
**Student Assistant Job Description**

**JOB TITLE:** Santos Manuel Student Union Information Desk Student Assistants

**DEPARTMENT:** Operations

**HOURS PER WEEK:** Up to 15 hours per week

**BEGINNING SALARY:** \$16.50 per hour

Under the direction of the Santos Manuel Student Union (SMSU) Facilities and Services Coordinator and Information Desk Student Lead, Information Desk Student Assistants are responsible for supporting the day-to-day operation of the SMSU Guest Services front desk. They are the first point of contact for the high-volume, customer service-orientated student union and are versed in all applicable policies and procedures for handling equipment in the SMSU. They assist guests with checking out equipment and games, managing the front desk, answering general questions, and promoting a friendly environment. All duties will be performed in a friendly, professional, and courteous manner at all times.

**JOB DUTIES:**

- Staffs the Guest Services front desk, serving as a customer's first point of contact for all inquiries in the area.
- Provide general assistance, information, and directions to students, staff, faculty, and guests.
- Manages and resolves guest complaints and receives suggestions/recommendations for the SMSU.
- Maintains accurate daily log of equipment/Office supplies, AED/ First Aid Kit items, and hourly guest counts.
- Performs various general office tasks, including answering phones, taking messages, filing, photocopying, faxing, and dispensing information.
- Assists with audio-visual equipment, setups, and maintenance in the SMSU as needed.
- Communicates and enforces SMSU policy and operating procedures to effectively express expectations to customers, students, and employees using the facility.
- Maintains strict adherence to safety procedures.
- Handles, receives, and records revenue associated with the Coyote Lanes and the Adventure Center.

**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
- Project management and organizational skills
- 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 the ability to share relevant information, ask questions, listen well and respond appropriately
- Ability to communicate effectively in writing
- Comfortable dealing with the public and communicating with customers, students, and staff
- Ability to establish and maintain cooperative relationships with co-workers and clients
- Enthusiasm for working with a culturally diverse student population, staff, and guests