

Student Services Assistant Positions

NCOD: Deaf and Hard of Hearing Services
CALIFORNIA STATE UNIVERSITY, NORTHRIDGE
STUDENT ASSISTANT EMPLOYEE JOB DESCRIPTION

Student Assistant II: (HR Salary Schedule: \$15.00 – \$22.00; NCOD Hiring Min: \$15.00)

Student Services Assistants

Assist with the coordination of the Student Development and Retention program supporting new students with the transition to CSUN. Coordinate and assist with selected campus events to promote student engagement and with exploring various campus resources and involvement opportunities. Provides staff support with office duties related to greeting visitors and community outreach.

Description of Duties:

- Organize and lead selected NCOD program workshops and social activities.
- Provide campus tours to Deaf and Hard of Hearing prospective students and their families throughout Fall and Spring semesters.
- Assist with outreach efforts including answering videophone calls, taking messages, simple to complex typing, electronic filing, and dispensing information.
- Assist with collecting data on student engagement participation and assessment needs.
- Create graphic designs for event flyers, programs, website content and social media posts.
- Work with established computer programs including but not limited to Word, Excel, Outlook.
- Peer-to-Peer Coaching/Support
- Perform other related duties as assigned.

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MINIMUM QUALIFICATIONS:

EDUCATION

- Must be a currently enrolled CSUN student in good standing.

EXPERIENCE

- Knowledge of various computer programs and MS Office applications
- Volunteer or work experience in customer services and team projects.

REQUIRED KNOWLEDGE AND ABILITIES

- Strong communication skills in ASL required, including ability to share relevant information, ask questions, listen well and respond appropriately.
- Ability to use modern office equipment including but not limited to computer, videophone, and printer with copying and scanning capabilities.
- Working knowledge of Microsoft Word, Excel, PowerPoint, and Outlook
- Knowledge of graphic design programs preferred.
- Must be well-organized and detail-oriented.
- Ability to adhere to work rules, follow directions, use time effectively and work productively without close supervision.
- Ability to accept and respond appropriately to constructive feedback.
- Ability to work effectively in a multi-cultural environment.
- Ability to work independently and as a member of a well-functioning team.

SUPERVISION

Lead is provided by the Senior Coordinator of Student Services at NCOD: Deaf and Hard of Hearing Services. The student assistants will work closely with the Academic Advisement Unit.