Position Description

The purpose of the Community Center Assistant/Learning Center Assistant positions is to be a resource for all residents, staff, and visitors to our buildings. We provide a service-oriented atmosphere where everyone should feel welcomed and comfortable asking for assistance.

Community Center Assistants (CCA) and Learning Center Assistants (LCA) are asked to fulfill the responsibilities described below.

Responsibilities

- Provide security for the Community Center/Learning Center
  - Carefully monitor entrances to the building
  - Check identification of all persons entering the building to ensure only building residents, guests, and authorized staff is gaining access to the building
  - Manage equipment check-out
  - Document incidents as necessary
  - Monitor and report security and safety issues
  - Serve as an ambassador and customer service representative for CSUN Student Housing
- Serve as an information source for residents and guests on Student Housing services and policies, and general university information. Refer inquiries to the proper university office as needed
- Maintain records of transactions and services provided
- Answer the phone and provide assistance as needed
- Support events and programs that take place in the Center.
- Provide assistance to the Senior Community Directors and Assistant Community Directors with clerical tasks and other projects
- Other duties as assigned

Qualifications:

- Work experience in a related area or transferable skills from previous employment
- Good academic standing and meet departmental GPA requirements for student employment: 2.5 cumulative
- Good disciplinary standing with university
- Ability to work in a fast-paced environment

Compensation: CCAs/LCAs are provided a $15.50 hourly rate. Hours will include both time spent at the desk and mandatory staff meetings.

Application Process: Community Center Assistant/Learning Center Assistant candidates are required to fill out a job application when jobs are available. Interviews will be offered accordingly.

If you have questions regarding these positions, please contact (lca.cca@csun.edu)

Success Lives Here