



## **Associated Students of Western Washington University**

Ethnic Student Center

Office Assistant Support Staff (Hourly)

### **About the Position**

The ESC Office Assistants primarily support the administrative functions of the office by providing receptionist and clerical duties. Each assistant is to support the center by: being the first contact for anyone coming in the ESC, scheduling meetings, communicating with staff members, and working on clerical assignments.

### **About the Department**

The ESC is a community that supports historically underrepresented ethnic students and allies by providing a social atmosphere and inclusive environment where we engage in identity exploration and strive for cultural awareness and academic excellence

### **Terms of Position**

This is a three quarter position. This position begins the Monday two weeks before the start of classes fall quarter and ends the Friday of finals week the following spring quarter. This position works an average of 10 hours per week. The position holder may work more some weeks and less other weeks depending on the office's needs. The position holder is neither required nor expected to work during intersession, winter break or spring break.

### **AS Employment Qualifications**

- Maintain a minimum credit load throughout term of position of 6 credits for undergraduates and 4 credits for graduates.
- Maintain a minimum of a 2.00 cumulative grade point average.
- Ability to complete the entire term of the position.

### **Preferred Qualifications**

- Possess communication skills which include the ability to communicate with people of diverse opinions and backgrounds.
- Basic clerical and office skills.
- Good spelling and grammar skills.
- Pleasant telephone manner.
- Basic computer skills including word processing and e-mail.
- Ability to maintain a professional attitude in all aspects of office operation and client services.
- Ability to perform duties with supervision, as team member, and independently.
- Knowledge of the Associated Students offices and resources.

- Ability to balance school, work and personal commitments.

### AS Employment Responsibilities

- Serve the membership of the Associated Students in a professional and ethical manner
  - by:
    - o Being familiar with and upholding the AS Charter, all WWU policies, and all AS policies including the Employment Policy, Code of Conduct, and Program Standards.
    - o Being knowledgeable of the AS organization and its general operations,
    - o Follow all AS Polices and By-laws
- Ensure the continuity and legacy of this position by:
  - o Working with supervisor and Personnel Director to revise and update position job description.
  - o Developing and maintaining a legacy document as required by the AS Employment Policy.

### Position Responsibilities

- Provide support for the ESC day to day functions by:
  - o Staying informed on ESC activities and serve as resource to the front desk and provide services when necessary
  - o Answering phones and serve as a receptionist for the ESC
  - o Word process, type, copy, file and distribute materials as directed
  - o Being first contact with individuals requesting resources at the ESC and providing quality customer service,
  - o Providing communication and calendar support for ESC staff by scheduling meetings and giving contact information on a timely manner
- Maintaining an effective working relationship with all ESC staff and ESC club members
  - by:
    - o ~~Ensure the smooth and effective operations of the Ethnic Student Center by:~~
    - o ~~Posting and maintaining ten (10) office hours a week.~~
    - o ~~Staying informed on ESC events/programming to serve as a resource and provide services.~~
    - o ~~Assisting in the development of, and participate in and present at all ESC Building Unity Trainings throughout the year.~~
    - o ~~Working with ESC staff and volunteers on projects~~
    - o ~~Serving as a receptionist/resource when needed.~~
    - o ~~Performing other ESC duties as assigned by ESC Coordinator/Activities Advisor.~~
    - o ~~Develop and enhance teamwork, communication and effectiveness of the ESC~~
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    - o ~~Fostering collaboration throughout the ESC and between ESC clubs.~~
    - o Staying informed on all ESC events and programming to provide support and act as a resource when neededr
    - o Communicating to the ESC Staff about support needs for the front desk

o Staying informed on ESC activities and serve as resource to the front desk and provide services when necessary

• Contribute as a staff member of the ESC by:

o Attending all ESC staff meetings as scheduled

o Maintaining an end of the year guide for your position to help advance employee next year?

o Perform other duties as assigned by the ESC Program Coordinator

**Wage**

This position will receive a Program Support Staff 2 wage, which is approximately \$9.32 per hour.

**Reportage**

This position reports directly to the ESC Program Coordinator.

This job description is subject to change in accordance with the AS Employment Policy.

The Associated Students is an Equal Opportunity Employer.

Revised February 19, 2014 by motion ASB-14-W-42.