Position Title: Student Assistant Coordinator (AC), H.O.P.E.
Status: Student Part-time/Non-exempt (Student Assistant III)
Location: California State University East Bay, Hayward, CA

Position Description
Under the supervision of the H.O.P.E Services Coordinator, the Student Assistant Coordinator will assist H.O.P.E staff with planning, implementing, and evaluating Basic Needs promotion programs and activities, which meet the needs of CSUEB students. The H.O.P.E. AC will assist with basic administrative functions of an office and outreach endeavors of the department.

Must have good communication and organizational skills. Ability to work with various publics necessary. AC will assist with special projects, basic knowledge with Google (gmail, google sheets, google forms), Microsoft Office, and Adobe. Preparation of publications and/or newsletters through Bay Advisor and BaySync.

Essential Duties and Responsibilities
Administrative
- Assist with general office management
- Engage in Student professional development through enhancement of Wellness & H.O.P.E.’s Principles of Leadership including but not limited to communication, problem solving, member experience, and teamwork
- Must be organized to help with scheduling, timesheets, and project deadlines.
- Assist with creating a culture of sustainability for H.O.P.E./Wellness Services and campus community by helping to fashion a more just, humane, and sustainable world;
- Uphold policies, procedures, and environmental strategies to minimize risk and general safety of H.O.P.E. clients and employees
- Assist with staff scheduling using Humanity an employee scheduling software (training provided)
- Engagement in HOPE strategic committees and/or event planning groups
- Assist and at times take a lead role in coordinating outreach events promoting HOPE services
- Provide a comfortable, welcoming atmosphere while maintaining confidentiality and respect of students utilizing H.O.P.E. services
- Manage H.O.P.E.’s emails and calls
- Track & receive donations and respond to donors
- Assist with responding to inquiries
- Collaboration in planning and conducting regularly scheduled staff meetings
- Assist with leading staff meetings with goals to have an organized work environment
- Monitor and maintain computer files, emails, and office supplies
- Management of documents and paperwork, including food inventory and food log sheets
- Assists with food drives and contact vendors for donations.
- Assists with trips to the county food bank
- Refer students to additional on and off campus resources related to Basic Needs support services
- Working with Basic Needs professional staff to execute campus wide signature events related to
Basic Needs, such as Hunger and Homelessness Week and CalFresh Week
- Collaborates with other departments during special events and week long events
- Serve as a peer to peer leader by serving in the food pantry and clothing closet, promoting H.O.P.E.’s activities and services on campus and on social media
- Table and outreach at University and community events (this is mandatory with every staff member working with us)
- Work with spreadsheets across different platforms
- Preparation of publications and/or newsletters through Bay Advisor and Baysync
- Comfortable working with new software (this is important, training provided)
- Provide community resources related to Basic Needs Support Services
- California Food Handler Certified (training will be provided)
- Assist with training volunteers, ensuring safety, efficiency and effective communication at all times
- Work on special projects as assigned

Required Qualifications
- Enrolled as aCSU East Bay student (minimum 6 units for undergraduate students; 4 units for graduate students). Summer quarter enrollment is not required.
- One-year commitment to the position
- Be in good academic standing (minimum GPA 2.5) during the time of application and maintain minimum GPA
- Word Processing and basic understanding of Microsoft Word software, Google applications, and Adobe Cloud.
- Exceptional customer service skills
- Have care and appreciation for individual uniqueness and diversity
- Creativity

Preferred Qualifications
- Administrative assistant experience
- At least one semester experience related to Basic Needs Services or similar (social services, public service, food pantry, nonprofit charity, customer service, etc.)
- Excellent oral and written skills
- Experience in leadership techniques

Physical Requirements: The requirements listed below include physical abilities required to complete essential duties (eg. ability to lift 50 lbs)

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.