### Job Title/Department:
Social Media and Communication Ambassador

### Compensation:
African American/Black Student Success Center Social Media and Communication Specialist will work 10-15 hours weekly. Pay is $13.50 per hour. Student Assistants will get event programming experience and learn valuable customer service skills.

### Employment Period:
The appointment is on a semester basis; qualified candidates who perform as expected will be renewed for an additional semester.

### Application Information:
- Submit your application by no later than deadline: Wednesday, May 16, 2018, by 11:59pm. A resume is also required for the Front Desk Assistant position. Your resume will be uploaded in the google doc that you will submit your application at. Applications will be time stamped online and late submissions will not be accepted.
- Only applicants selected for an interview will be contacted within two (2) weeks after the application period has closed.
- If you have any questions about this position, please call the center at (408) 924-5106 or email at Paula.Powell@sjsu.edu
- Online application information can be found at: [http://www.sjsu.edu/africanamericanblackssc/](http://www.sjsu.edu/africanamericanblackssc/)

### Job Description

Student Success Ambassadors play an integral role in the development and operation of the African-American/Black Student Success Center. The Social Media and Communication Ambassador supervised by the Center Director, is responsible serving developing and maintain a social media campaign, managed content and develop all of the marketing, content and overall strategy. This role is responsible developing and the content for the center website and the working closely with the Center Director to develop weekly content for the newsletter and ensure that the mailing list is up to date.

**Communication Specialist**
1. Serve as primary social media, website, AABSSC publications and newsletter content developer.
2. Work closely with the Center Director for content.
3. Ensure that campus community is receiving information relevant to empowering student success and the center activities.
4. The position will also serve on the AABSSC Community Programming Board to assess their needs as it relates to Social Media and the promotion of the Community Programming Board events.

**General Operations**
1. Serve as a primary resource for sending out information from the center on weekly consistent basis.
2. Ensure the communication operations run smoothly by facilitating clear communication from the center.
3. Works with student organizations as a liaison to collaboratively promote events, workshops or programming sponsored by the AABSSC.
4. Works with Faculty Fellows to help them with social media and communications to promote their collaborative events with the AABSSC.
5. Works as Front Desk Assistance if applicable.
Minimum Qualifications

1. Must have prior social media experience, public relations experience, communication experience and website experience, and the ability to work in a team environment or independently.
2. Must have at minimum part time status and be enrolled in at least six (6) units at SJSU.
3. Must be in good academic and judicial standing with San Jose State University with a minimum GPA of 2.75.
4. Must have a good understanding of the mission and work of the center and/or student services within higher education.
5. Ability to work with diverse student populations Superior written and verbal communication skills, including strong phone manners.
6. Exemplary customer service skills in a fast paced environment.
7. Ability to organize and accurately process a high volume of information with a strict attention to detail in a short period of time.
8. Strong knowledge of Social Media, Communication, Microsoft Word, Excel, and Google Docs as well as ability to use and understand databases.
9. Strong organizational and programming skills, attention to detail, ability to reason logically, draw valid conclusions and make appropriate recommendations.