



Associated Students, San Jose State University Job Description

Position Title: Student Assistant
Position Department: Transportations Solutions
FLSA Status: Non-Exempt
Compensation: \$17.00 per hour
Full/Part-Time: Part-Time
Reports to: Commute Coordinator

Position Summary

The Student Assistant promotes the TS alternative commute services and incentives. Assists in the development of Transportation Demand Management (TDM) marketing material. Responds to commuters' inquiries, generates transit trips, performs data entry, and outreach activities. Works with the Associated Students' Marketing Dept., General Services Center staff, other A.S. and SJSU departments, and occasionally outside agencies, and the public.

Essential Functions

- Performs data entry for bike enclosure agreements.
- Processes sensitive documents and adheres to confidentiality policies and regulations.
- Assists with monthly audits of TS transit, bicycle transaction history, and generates reports.
- Prepares transit tickets and documentation for purchasing and returns.
- Assists with bicycle enclosure updates and maintenance.
- Keeps files organized and office clean, maintains inventory for the department.
- Researches, analyzes, and/or prepares various reports for management as needed.
- Welcomes visitors by greeting them, in person or on the telephone.
- Answers inquiries about programs and services and provides them with detailed consultations on alternatives to driving alone, in-person, by phone, or email.
- Coordinates with internal and external agencies as needed for events.
- Handles customer complaints and provides appropriate solutions within the time limits.
- Assists in researching, developing, and implementing marketing strategies, campaigns, projects, and outreach events.
- Manages inventory of outreach materials, prepares supplies, and conducts outreach activities/presentations.
- Assist in the planning and hosting of outreach events.
- Actively engages students and employees during outreach activities and identifies opportunities for improvement.
- Works with the TS team to promote annual commute surveys and reaches out to local businesses to obtain prize donations.
- May assist with social media content and planning.
- Works with A.S. marketing and graphic artists on projects as needed.

Knowledge, Skills, and Abilities

- Demonstrate capacity to work effectively and efficiently in a diverse University environment.
- Ability to work independently with little supervision, maintains confidentiality and respect for the work and environment.
- Excellent oral and written communication skills and the ability to analyze problems, facilitate solutions, and promote Associated Students.
- Demonstrated knowledge of, Excel, Word, Internet Explorer, Powerpoint, and Google Suite.
- Maintain professionalism and positive attitude at all times while working and interacting with students, faculty, and staff.

- Excellent communication skills, verbal and written

Work Environment, Hours and Physical Demands

- This job operates in an office environment and routinely uses standard office equipment.
- Work hours are Monday through Friday, 8:00 AM – 5:00 PM. Occasional evening and weekend work may be required as job duties demand.
- Must be able to operate a computer, including a keyboard and mouse, and phone.
- Must be able to occasionally lift or carry office or event products or supplies, up to 40 pounds.

Other Duties

- This job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities that are required of the employee for this job. Activities, duties, or responsibilities may change at any time, with or without notice.

Required or Preferred Education and Experience

- Must be an SJSU enrolled student.
- Knowledge of Microsoft Office.
- Knowledge of local and regional transit systems (preferred).
- Any equivalent combination of education and experience.
- Experience maintaining social media pages (preferred).
- Experience with Adobe Suite (preferred)
- Experience with Microsoft Access (preferred)
- Excellent communication skills, verbal and written.

Notes to Applicants

All Associated Students employees must be fully vaccinated against COVID-19 no later than September 30, 2021, unless they are exempt from this requirement because an exemption has been granted based on a medical contraindication or sincerely held religious beliefs. Fully vaccinated means that an individual has received all recommended doses of a COVID-19 vaccine that has received Emergency Use Authorization or full approval from the U.S. Food and Drug Administration (FDA) and that it has been at least two weeks since the final recommended dose.

The person holding this position is considered a mandated reporter under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 Revised July 21, 2017 as a condition of employment.

This position may be exposed to sensitive or personal information and is required to comply with the requirements set forth by the Integrated CSU Administrative Manual 8000 series and Associated Students Information Security Standards as a condition of employment.

A background check (including a criminal records check) must be completed satisfactorily after a conditional offer of employment. Failure to satisfactorily complete the background check may affect a conditional offer of employment.

Equal Employment Statement

Associated Students provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. A.S. provides reasonable accommodations for applicants with disabilities who self-disclose.

Applications

Applicants must submit a complete application through the Associated Students applicant tracking system, ADP. Only complete applications will be considered.

Deadline

The position will remain open until filled.