

<b>WORKING TITLE</b>	Program Assistant
<b>PAYROLL CLASSIFICATION</b>	Administrative Support Assistant II, N2202
<b>DEPARTMENT</b>	TRIO Student Support Services Program (TRIO SSS)
<b>STATUS</b>	Full-Time, Benefitted (Non-Exempt)
<b>POSTING DATE</b>	March 3, 2025
<b>POSITION NUMBER</b>	2695

## ESSENTIAL DUTIES AND RESPONSIBILITIES

Under the general supervision of the Student Support Services (SSS) Project Director, and the direct supervision of the SSS Assistant Director, the position provides comprehensive administrative support to the SSS Program.

Duties include but are not limited to:

- Serve as the central reception and information point for the SSS program including greeting and directing all visitors to appropriate campus services;
- Provide professional, courteous, and accurate information and communication to SSS partners, personnel and participants regarding services and activities;
- Perform general administrative tasks using multiple platforms including; scheduling appointments, answering calls and emails and supporting SSS specific and collaborative events with campus partners;
- Lead and monitor on-boarding, training, and project assignment of all student assistants (e.g. standardized reception and courtesies; daily tasks; special projects, etc.);
- Oversee and coordinate all student assistants' daily responsibilities, projects, and semester schedules;
- Work collaboratively with SSS team staff in publicity and marketing materials in promoting program events and activities;
- Provide technology training and support with phones, scheduling platforms, reprographics, etc.
- Familiar with and provide support with social media platforms: Instagram, Twitter, Facebook, etc.
- Provide program event support and services;
- Design and develop promotional materials using multiple media platforms; including still and video imagery;
- Manage data entry of all applicant and participant data, including extensive tracking of 7-required services; coaching, tutoring, financial aid, financial literacy, and graduate school/career preparation, non-cognitive skills, etc. of 800+ participants, in accordance with federal rules and regulations;
- Track and document participation in program services and activities for required grant compliance;
- Coordinate clerical functions to support project services, operations, and procedures;
- Assist with coordination of all student assistants' daily responsibilities, projects;
- Manage and maintain office inventories for SSS team (e.g., monitor office supplies, submit orders in a timely manner, maintain accurate supply list, etc.);
- Manage functionality of technology lab equipment with 20+ computers and devices, and 20+ software applications (e.g. troubleshooting and providing first-level technical support on hardware and software issues);
- Maintain accurate tracking records of purchase orders, invoice payments, and other fiscal transactions;

- Assist Project and Assistant Director with preparation of Annual Performance Reports to the U.S. Department of Education;
- Verify program participant identification, eligibility, and selection for reporting and program audit purposes;

## EDUCATION, SKILLS AND ABILITIES

- Bachelor's degree required with a minimum of four-years equivalent experience in related field;
- Minimum of four-years direct work experience with TRiO programs;
- Knowledge of all TRiO programs and other related programs (CAMP, HEP, Gear-Up, etc.);
- Knowledge of, and proficiency with, computer programs such as MS Office Suite;
- Strictly adhere to FERPA, CSULB's Grants and Contracts policies, and CSULB Foundation Human Resources policies
- Contribute to equitable and inclusionary work to support student-success that strengthen on retention and graduation;
- Demonstrated commitment to valuing diversity and contributing to an inclusive working and learning environment;
- Understand the importance of using inclusive language that does not promote gender/ethnic coding, discrimination, and/or selective pronoun usage for faculty, staff, and students;
- Provide resources and/or referrals to all students to support to academic success, basic needs, health and wellness, and/or creating a student-ready environment;
- Demonstrate sensitivity to the needs of first-generation and low-income students; understanding of cross-culture values regarding education, and the ability to establish rapport with target population;
- Experience working in team settings, work well with others, function well under pressure, handle multiple tasks concurrently, and remain professional at all times;
- Communicate effectively with diverse program participants, staff, faculty and administrators;
- Be dependable, flexible, patient and self-motivated, especially in adapting to changing assignments and ability to prioritize workload;
- Demonstrate initiative and ability to work without constant supervision;
- Manage time effectively, prioritize tasks and meet tight production deadlines;
- Consistent attendance required and available to work a flexible schedule including evenings and weekends
- Regular, punctual attendance required
- Must have a valid driver's license
- Contribute to equitable and inclusionary work to support student-success that strengthens retention and graduation.
- Demonstrated commitment to valuing diversity and contributing to an inclusive working and learning environment.
- Understand the importance of using inclusive language that does not promote gender/ethnic coding, discrimination, and/or selective pronoun usage for faculty, staff, and students.
- Provide resources and/or referrals to all students to support academic success, basic needs, health and wellness, and/or creating a student-ready environment.
- Other duties as assigned

This job description is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the job.

Must be able to accept constructive criticism, prioritize workload, be dependable, behave professionally and interact positively with others. Regular, punctual attendance required. This position is employed through the CSULB Research Foundation. Employment is at-will.

## POST OFFER BACKGROUND CHECK REQUIREMENT

A post offer background check (including a reference and criminal records check) must be completed, and the individual cleared, before they can start work with the CSULB Research Foundation. No information will be required prior to the offer of employment. Once an offer of employment is made, failure to complete the background check and receive clearance may affect the application status of a new hire individual and/or the continued employment of a current CSULB Research Foundation employee who has applied for/moved into a new position. Individuals working with minor children and/or the elderly will be required to renew their live scan fingerprinting and be cleared every twelve (12) months. Information obtained through the background check does not automatically disqualify an individual from employment.

## GRANT FUNDED EMPLOYMENT

This position is restricted to the conditions set forth in the grant. Ongoing employment is contingent upon satisfactory job performance and continual renewal of grant money/availability of funds.

**COMPENSATION RANGE:** \$18.68 - \$22.87 per hour

**FILING DEADLINE:** Open Until Filled

**NOTE:** In order to be considered for this position, please submit the required information as soon as possible. The hiring committee will review applications, interview qualified candidates and close the position anytime on or after two (2) weeks from the posting date listed above. Removal of a position from our website is indication that the position has been filled.

## APPLICANT PROCEDURE

Interested individuals should forward their cover letter, resume, and completed employment application referencing position number to the CSULB Research Foundation Human Resources Department in one of the following ways:

- By Mail/Delivery: 6300 State University Drive, Suite 332, Long Beach, CA 90815
- By Confidential HR Fax: 562. 985.1726
- By E-mail: [FND-HRPAYROLL@CSULB.EDU](mailto:FND-HRPAYROLL@CSULB.EDU) (put Job# in the Subject line)

A separate application is necessary for each employment opportunity posting. The employment Application can be found alphabetically on our website at <https://www.csulb.edu/research-foundation>, under the Forms, then the Human Resources tab. It is the responsibility of the applicant to clarify on their application their ability to perform the job for which they are applying. Individuals requiring a reasonable accommodation in order to apply for this position should provide necessary information to the Director of Human Resources. Additionally, individuals invited to interview for this position should inform the Director of Human Resources at the time of invitation, of any requirements for a reasonable accommodation.

## NOTICE

The CSULB Research Foundation does not discriminate on the basis of sex in its employment as required by Title IX of the Education Amendments of 1972, as amended, and Section 86.9 of the administrative regulations adopted by the Department of Education pursuant thereto, nor does it discriminate on the basis of race, color, religion, national origin (including language restrictions), sex (pregnancy or gender), sexual orientation, marital status, age, disability (mental and physical, including HIV and AIDS), ancestry, medical condition (cancer/genetic characteristics), denial of family and medical care leave, denial of pregnancy disability leave or reasonable accommodation or veteran's status (including Vietnam-era veterans) as required by other federal/state non-discrimination statutes, related administrative regulations and executive orders. Individuals selected for employment must provide proof of identity and employment eligibility as prescribed in Title 8, United States Code, and Section 132A. We are an Equal Opportunity, Affirmative Action, and Title IX Employer. The CSULB Research Foundation is a 501 (c) (3) corporation that exists solely to support and advance the mission of CSULB. Employment with the CSULB Research Foundation rests solely with the CSULB Research Foundation and provides no rights

or benefits of employment or any other kind, with any other organization. This includes but is not limited to: California State University Long Beach, the State of California, or the sponsoring agencies of any programs administered by the CSULB Research Foundation.