

## Off-Campus Life Program Assistant

Lory Student Center 274 (remote until the Off-Campus Life team returns to campus)

**Job Title:** Program Assistant

**Job Classification:** Stu Coordinator

**Pay Rate:** \$12.69

**Openings:** At least 1

**Hours:** Varies Monday-Friday (office is open 8:00am-5:00pm)

- Must be available the week of August 16<sup>th</sup>, 2021 for staff training

**Hours/Week:** 12 hours minimum (occasional evenings and weekends)

**Begin Date:** As soon as possible

**Application Submission Date:** Rolling

**Benefits:** Student benefit information can be found here: <https://hr.colostate.edu/current-employees/benefits/>

**Program Assistant Position Description:** The Program Assistant is responsible for maintaining organization within office programs and keeping track of key details such as room reservations, volunteer recruitment, ordering/maintaining supplies, printing and/or updating handouts, and assistance with special projects. Program Assistants will also support students/parents/visitors/guests via email, phone, chat, Zoom, and in-person when we return to the office.

### Program Assistant Duties and Responsibilities:

- Customer Service
- reservations for all events and meetings
- Order food for all events and meetings
- Update apartment complex list
- Recruit and organize volunteers for events
- Manage volunteers during large programs
- Request speakers for events
- Oversee and update office statistics
- Assist with RentalSearch web advertising
- Post to community and personal calendars
- Assist with maintenance of student staff manual
- Collect and analyze data post programs
- Special projects from professional staff members
- Other duties as assigned

### Off-Campus Life – All Student Staff Responsibilities:

Provide exceptional customer service and accurate information to students regarding office services and programs, renting in the Fort Collins community, city codes and ordinances, building neighborhood relations, and more.

- General front desk/reception duties, including but not limited to answering phones, keeping stats, greeting/assisting customers, etc.
- Providing exceptional customer service to walk-in and telephone customers by providing information regarding office services and programming, renting in Fort Collins, etc.
- Working knowledge and application of Party Registration program, RentalSearch, etc.
- Facilitate/present various office programs (Roommate Roundups, etc.) and presentations (Orientations, OCL resources, etc.)
- Help create, plan, implement, and assess OCL large-scale programs
- All OCL staff are expected to work some evening and weekend commitments (includes Community Welcome – August; Fall Clean-up – November; Housing Fair – February; CSUnity – April)

### Minimum Qualifications:

- Be accepted for enrollment as a regular degree-seeking student at Colorado State University, carrying at least one credit per term during the academic year.
- Currently have a cumulative GPA of no less than 2.5.
- Be in good academic and disciplinary standing according to Colorado State University standards.
- Must be able to commit to the position for at least one year.
- Demonstrate exceptional customer service skills.

- Demonstrate the ability to work effectively both individually and on a team.
- Demonstrate effective communication and interpersonal skills.
- Experience working in a busy work environment that require you to multi-task.
- Possess a commitment to working with diverse populations, identities and experiences.
- Possess the desire to work with first-year students, transfer students and parents and family.
- Demonstrate excellent organizational skills with close attention to detail.

**Preferred Qualifications:**

- Event planning experience.
- Knowledge of Off-Campus Life programs and events.
- Experience presenting in front of groups of varying sizes.
- Advanced writing skills.
- Creativity.
- A cumulative GPA of at least 3.0.

**How to Apply:**

Please submit the following information to Bri Colon, [Bri.Colon@colostate.edu](mailto:Bri.Colon@colostate.edu). Questions, please call Bri at (970) 491-2248. Work study and non-work study are welcome to apply.

Colorado State University may conduct background checks on all final candidates.

1. Current resume
2. Three (3) references (including emails and phone numbers)
3. Letter or email stating your interest and specific qualifications for the position
4. Spring 2021 semester class schedule
5. List of co-curricular commitments, anticipated internships, study abroad intentions, etc.

**Click here to learn more about why our staff love working at Off-Campus Life!**

<https://ocl.colostate.edu/about/employment/>