
Position Description

Under the supervision of the Associate Director of Union Facilities and Operations, this student role will perform general office duties and provide clerical support for the office staff. This position requires a high level of customer service, strong organizational skills and attention to detail.

Type:	Part-time, non benefited – current Fresno State students only
Supervisor:	Associate Director of Union Facilities and Operations
Wage:	\$16.50 per hour (non-negotiable)
Schedule:	20 hours per week (maximum); days, nights and weekends
Openings:	2 (Fresno, CA – In-person)

Responsibilities

- Provide excellent customer service to visitors and the campus community.
- Answer, assist, and transfer calls to appropriate offices, ensuring clear communication and resolutions.
- Manage heavy phone coverage, including taking accurate messages and conveying information effectively.
- Respond to inquiries about programs and student organizations by staying informed about daily Student Union and campus events.
- Sort and distribute mail to department and student organization mailboxes.
- Prepare and make copies of documents as needed for office operations.
- Maintain confidentiality of sensitive student data.
- Perform clerical tasks, including typing, filing, and other related duties as assigned.

Qualifications

- Must be an enrolled Fresno State student meeting the following requirements:
 - Undergraduate: 6 or more units (int'l: 12 or more); 2.00 cumulative GPA or above
 - Graduate: 4 or more units (international: 9 or more); 3.00 cumulative GPA or above
- Familiarity with the campus and the services it offers.
- Proficiency in general office skills and strong organizational and communication skills.
- Competency in using computers and software, including Google Suite, Microsoft Office, and Excel.
- Strong multitasking abilities and a collaborative, team-oriented mindset.
- Dependable, responsible, and personable demeanor with a friendly attitude.
- Ability to work effectively with diverse populations, including students, faculty, staff, and the public.

Organization Description

Promote a sense of community, student success and personal growth as part of the **Student Unions** team! Over a million visitors annually eat, go bowling, hang out with friends or attend a variety of events in the Student Unions. The USU, RSU and SSU are the centers of campus life!

How to Apply

Please submit your resume and completed application in-person to the Student Involvement Center front desk, located on the third floor of the Resnick Student Union or emailed to getinvolved@csufresno.edu. Review of applications will begin immediately and will continue until the position is filled.

For questions, visit fresnostate.edu/usu, email getinvolved@csufresno.edu or call 559.278.2741.