Position Title: Student Assistant
Position Department: Transportation Solutions Department
Status: Part-Time, Student Status
Reports To: Assistant Manager
Pay Rate: $13.50 per hour

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**POSITION PURPOSE**
Under the direction of Transportation Solutions (TS) Assistant Manager, the Student Assistant promotes the TS alternative commute services and incentives. Assists in development of Transportation Demand Management (TDM) marketing strategies and material. Responds to commuters’ inquiries, plans transit trips, perform data entry and outreach activities. Works with the Associated Students’ Marketing Dept., General Services Center staff, TS GIS/Data Technician, other A.S. and SJSU departments, and occasionally outside agencies, and the public.

**ASSOCIATED STUDENTS**
Associated Students (A.S.) represents the students of San José State University and speaks on their behalf for various policy making, academic and event planning decisions. Associated Students, SJSU is an independent non-profit corporation serving as an auxiliary and student government for San Jose State University.

**EDUCATION / EXPERIENCE**
- Must be SJSU enrolled student.
- Knowledge of Marketing and Graphic Arts principles.
- Knowledge of Microsoft Office and Adobe Suite.
- Knowledge of Geographic Information Systems preferred.
- Knowledge of local and regional transit systems.
- Any equivalent combination of education and experience.
- Experience maintaining social media pages.
- Excellent communication skills, verbal and written

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

I. **Position Knowledge Success (40%)**
The incumbent is responsible for carrying out various tasks such as: Developing marketing material for alternative commuting (transit, ridesharing, bicycle). Works with A.S. marketing and graphic artists to produce web-page graphics, brochures, Ads, posters, flyers, etc. Performs outreach activities such as tabling events, fairs, presentations and other outreach functions and events. Performs data entry and determines eligibility for distributed / purchased Eco Pass clippers and other discounted transit passes.

II. **Quality of Work (15%)**
The incumbent must be highly detailed-oriented for all tasks and maintain procedures for the following tasks (but not limit to): developing marketing material, performing customer service, updating the alternative transportation commuters’ databases, and maintain a clean and organized filing system. Additionally, assists TS Manager in various tasks and projects such as updating TS website and survey operations.
III. Communication Skills (20%)
Ability to communicate verbally and in writing; ability to write concise, clear emails and reports. Makes informational presentations to groups of commuters in classrooms, orientations, special events, etc. Responsible for updating TS social media pages including, Twitter, Instagram, and Facebook.

IV. Customer Service (20%)
Provides customer service for transit, ridesharing and bicycle enclosures. Responds to requests from commuters and provides them with detailed consultations on alternatives to driving alone, in-person, by phone or email. Additionally provides information on local and regional transit routes and shuttle services.

V. Safety and Department Guidelines (5%)
Follow employee guidelines and department expectations regarding risk management. Work in collaboration with A.S. Human Resources Coordinator as determined.

Associated Students’ Mission and Values
Our mission is to represent the students of San Jose State University and continually improve the quality of their educational opportunities and qualities of their experiences.

KNOWLEDGE, SKILLS, ABILITIES AND OUTCOMES:
- Demonstrate capacity to work effectively and efficiently in a diverse University environment.
- Ability to work independently with little supervision and maintain confidentiality and respect for work and the work environment.
- Excellent oral and written communication skills and the ability to analyze problems, facilitate solutions, and promote Associated Students.
- Ability to lift 40 pounds and sit for extended periods of time.
- Maintain professionalism and positive attitude at all times while working and interacting with students, faculty and staff.

GUIDELINES
This position is non-exempt from the provisions of Section 1 of the California Industrial Welfare Commission Orders.

This position has been identified as a mandated reporter required to report the observed or suspected abuse or neglect of children, dependent adults, or elders to designated law enforcement or social service agencies. We reserve the right to make employment contingent upon completion of signed statements acknowledging the responsibilities of a mandated reporter.

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 before any candidate can be offered a position within Associated Students. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current Associated Students employees who apply for the position.

Associated Students is an equal opportunity employer and will consider all qualified applicants without any regard to race, color, national origin, ancestry, religion, creed, age, disability, medical condition, sex, sexual orientation, gender identity, genetic information, marital status, military and veteran status or any other basis protected by federal, state, or local laws. If you are an individual with a disability and require a reasonable accommodation to complete any part of the application process and/or need an alternative method of applying, please email as-hr@sjsu.edu. Associated Students hires only individuals lawfully authorized to work in the United States (Public Law 99-603).
APPLICANTS
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.

Click here to apply!