The Pride Center – Pride Center Assistants

The Pride Center Assistants of The Pride Center at SDSU are undergraduate students who provide necessary staffing to the front desk, programmatic, and engagement endeavors. There are specific and designated position assignments within The Pride Center Assistant group that are an essential part of their application and job functions.

General Qualifications
● Must be a currently enrolled student at San Diego State University for at least 12 academic credits.
● Must maintain a minimum cumulative GPA of 2.5, a minimum semester GPA of 2.5, and must maintain good judicial standing
● Must have working knowledge of standard PC programs, such as MS Word, Excel, Publisher, PowerPoint, etc.
● Strong social media and web experience required.
● Familiarity with office and campus related policies and procedures
● Good organizational skills and creativity
● Ability to work independently and with constant interruptions
● Excellent oral and written communication skills
● Submits paperwork in a timely manner
● Provides weekly updates with The Pride Center Coordinator and Graduate Assistants
● Ability to exercise independent decision-making skills
● Knowledge and practice of good customer service principles
● Must be available for staff training and meetings plus a minimum of 10 office hours/week
● Must have demonstrated knowledge of and a desire to support traditionally underrepresented students (including, but not limited to, Asian/Pacific Islander, Asian-American, African, African-American, Chican@, Hispanic, Latin@, Native American, Alaskan Native, Lesbian, Gay, Bisexual, Transgender, Queer, and Questioning students, students with disabilities as well as those with various spiritual/religious beliefs).

Term of Employment
● Hours: 10-20 per week while school is in session (minimum of 4 front desk hours and 2 programming hours per week – plus bi-weekly staff meeting of 1 hour)
● Compensation (one or more of the following):
  o Hourly ($10/hour)
  o Federal Work Study ($10/hour)
  o Internship Credit

Position Assignments
● Community Outreach/The Pride Center Student Organization Liaison
● Digital & Social Media Outreach (2 positions)
● Office Operations & Resources
● Transgender Programs and Services
● Programming (2 positions)
**Community Outreach:** serves as a liaison to student organizations and community groups affiliated with the respective communities that The Pride Center serves. Community Outreach creates programs, services and events to conduct outreach for members of their Centers’ culturally-specific communities and the San Diego State University campus community.

**Job Responsibilities:**
- Under the direction of The Pride Center Coordinator, assists with the collaborative efforts of student organizations and community groups
- Organizes and implements at least two (2) programs per semester
- Sponsors at least one joint program (per year) with the other SDSU Student Life & Leadership Peer Leaders, Residential Education RA/CA/AM staff, or other student staff leaders at SDSU
- Coordinates campus visits for outside groups and campus visitations to The Pride Center
- Is the liaison for the Pride Center Student Organization, communicating the needs of the student organization with The Pride Center Coordinator, Graduate Assistant, and Pride Center Assistants.
- Collaborates with The Pride Center Coordinator on ways to network and develop opportunities with the Imperial Valley Campus
- Coordinates a community service project for The Pride Center once a semester
- Submits a monthly calendar of community events to the Digital & Social Media Outreach PCA
- Completes, submits and maintains files of paperwork associated with program planning, implementation and evaluation in a timely manner
- Attends regularly scheduled meetings, such as staff meetings, advisory board meetings, staff trainings, and other meetings as assigned
- Participates in the overall programming, community building, and outreach endeavors of The Pride Center
- General front desk responsibilities including, but not limited to: peer to peer advising of students regarding the Recognized Student Organization (RSO) requirements, and the Event Approval System (EAS) process; answering all phone calls promptly and professionally and disseminating staff messages; greeting and assisting faculty, staff, students, and the general public at the front counter and provide attentive, polite, and knowledgeable customer service; monitoring the security and neatness of the front desk area and all conference/seminar rooms; lending clerical support to the professional and support staff; making appropriate and prompt referrals when students at the desk are in distress
- Other responsibilities, as assigned
Digital & Social Media Outreach: Develops electronic media, such as social media campaigns under the direction of the Pride Center Coordinator to keep The Pride Centers’ communities and the San Diego State University campus informed of programs, services, events, and issues of interest within The Pride Center. Furthermore, they create the bi-weekly newsletter and create printer materials such as brochures, posters, and flyers to keep The Pride Centers’ communities and the San Diego State University campus informed of programs, services, events, and issues of interest within the Center.

- **Job Responsibilities:**
  - Maintains and updates The Pride Center’s website on a weekly basis
  - Develops at least 2 online programs (interactive or otherwise) per semester
  - Proposes ongoing (but not less than 4 per week) Facebook and Twitter postings to the Coordinator of The Pride Center and then posts once the Coordinator has given approval
  - Develops and proposes social media strategies for promoting events by/at The Pride Center to the Pride Center Coordinator
  - Checks e-mails received by The Pride Center and disseminates the information to Center Staff
  - Attends regularly scheduled meetings, such as staff meetings, advisory board meetings, staff trainings, and other meetings as assigned
  - Updates and reprints The Pride Center’s brochure within the first three weeks of each semester
  - Develops and prints a bi-weekly Center newsletter (September through May) for all Center community stakeholders (student organizations, campus offices, students at large, community members)
  - Creates flyers and posters, designs advertisements, and creates other forms of publicity for Center events no later than 2 weeks before an event
  - Takes primary responsibility for making sure brochures, flyers, posters and other advertising materials related to Center events and programs are distributed
  - Participates in the overall programming, community building, and outreach endeavors of The Pride Center
  - General front desk responsibilities including, but not limited to: peer to peer advising of students regarding the Recognized Student Organization (RSO) requirements, and the Event Approval System (EAS) process; answering all phone calls promptly and professionally and disseminating staff messages; greeting and assisting faculty, staff, students, and the general public at the front counter and provide attentive, polite, and knowledgeable customer service; monitoring the security and neatness of the front desk area and all conference/seminar rooms; lending clerical support to the professional and support staff; making appropriate and prompt referrals when students at the desk are in distress
  - Other responsibilities, as assigned
Office Operations & Resources: assists The Pride Center staff with maintenance of general operations. The Office Operations & Resources Assistant facilitates staff appreciation & recognition processes, manages office supply inventories, coordinates the distribution of flyers/posters, schedules meetings, helps organize staff trainings and provides general support for Center projects. Furthermore, they assist The Pride Center staff with the development of a resource library including the development and maintenance of processes and procedures for checking out items. They will also assist with the development of programming and relationships with library and archives (both on and off campus)

Job Responsibilities:

- Assists The Pride Center staff with preparing and organizing paperwork, forms, applications, records, etc. related to programs and projects
- Designs and coordinates staff-recognition and appreciation projects, including tracking and updating birthday databases
- Supports The Pride Center Staff in preparing and organizing evaluation processes for programs, including evaluation data-entry, and related tasks
- Organize and design displays for bulletin boards, display cases, etc.
- Tracks and maintains The Pride Center office equipment (laptops, projectors, etc.)
- As-needed, assist Center staff with preparing, organizing, and assigning projects
- Supports The Pride Center staff with management of the Library, including logging-in new media through the library, shelving books, contacting patrons, and is the key staff member trained on the library checkout software.
- Researches the addition of new literature, media, and archives to the Resource Library and develops two recommendations for additions per semester
- Maintains an updated list of all media in the library.
- Assists the Coordinator’s collaborations with the SDSU Library, San Diego Public Library, Lambda Archives, etc. for programming and awareness initiatives
- Attends regularly scheduled meetings, such as staff meetings, advisory board meetings, staff trainings, and other meetings as assigned
- Participates in the overall programming, community building, and outreach endeavors of The Pride Center
- General front desk responsibilities including, but not limited to: peer to peer advising of students regarding the Recognized Student Organization (RSO) requirements, and the Event Approval System (EAS) process; answering all phone calls promptly and professionally and disseminating staff messages; greeting and assisting faculty, staff, students, and the general public at the front counter and provide attentive, polite, and knowledgeable customer service; monitoring the security and neatness of the front desk area and all conference/seminar rooms; lending clerical support to the professional and support staff; making appropriate and prompt referrals when students at the desk are in distress
- Other responsibilities, as assigned
Transgender Programs and Services: supports the Transgender community at SDSU through research, advocacy, sharing of resources, and programming. Transgender Programs and Services connect programming and resources for transgender students, both inside and outside of The Pride Center.

- Job Responsibilities:
  - Organizes and implements at least two (2) programs per semester
  - Supports transgender programs and events on campus
  - Assists in the evaluation of the needs of transgender students on campus – and what programs or services may be needed to address those needs
  - Under the direction of The Pride Center Coordinator, assists in the collaboration with important campus and community constituent groups to include, but not limited to: Student Health Services, Counseling & Psychological Services, etc.
  - Attends regularly scheduled meetings, such as staff meetings, advisory board meetings, staff trainings, and other meetings as assigned
  - Organizes and documents the future planning of the ‘Trans Week of Empowerment’ event when the time arrives, in collaboration with other organizations on campus
  - Participates in the overall programming, community building, and outreach endeavors of The Pride Center
  - General front desk responsibilities including, but not limited to: peer to peer advising of students regarding the Recognized Student Organization (RSO) requirements, and the Event Approval System (EAS) process; answering all phone calls promptly and professionally and disseminating staff messages; greeting and assisting faculty, staff, students, and the general public at the front counter and provide attentive, polite, and knowledgeable customer service; monitoring the security and neatness of the front desk area and all conference/seminar rooms; lending clerical support to the professional and support staff; making appropriate and prompt referrals when students at the desk are in distress
  - Other responsibilities, as assigned
**Programming (2 positions):** coordinates the overall programming of The Pride Center, which includes collaborative programming with organizations on and off campus. This assignment provides organization, implementation, evaluation, and tracking oversight for all programs.

- **Job Responsibilities:**
  - Co-coordinates (with The Pride Center Coordinator and the Graduate Assistant(s)) programming meetings every other week with all Pride Center Assistants – which will include other campus constituents
  - Collaborates with assigned campus and/or community constituents for logistical needs with regards to collaborative programming
  - Coordinates monthly Pride Center programming meetings to develop and solidify programming for the following month – including all logistics planning
  - Co-develops (with The Pride Center Coordinator) and maintains processes for program proposals, logistics planning, and program tracking
  - Works closely with the Graduate Assistant(s) to implement programs throughout the year
  - Organizes and implements at least two (2) programs per semester, in addition to supporting at least one (1) program done by another Pride Center Assistant
  - Attends regularly scheduled meetings, such as staff meetings, advisory board meetings, staff trainings, and other meetings as assigned
  - Participates in the overall programming, community building, and outreach endeavors of The Pride Center
  - General front desk responsibilities including, but not limited to: peer to peer advising of students regarding the Recognized Student Organization (RSO) requirements, and the Event Approval System (EAS) process; answering all phone calls promptly and professionally and disseminating staff messages; greeting and assisting faculty, staff, students, and the general public at the front counter and provide attentive, polite, and knowledgeable customer service; monitoring the security and neatness of the front desk area and all conference/seminar rooms; lending clerical support to the professional and support staff; making appropriate and prompt referrals when students at the desk are in distress
  - Other responsibilities, as assigned
Some position description language adapted from the following sources:

