



STUDENT ASSISTANT EMPLOYMENT OPPORTUNITY

Title:	Lead Operations Assistant
Department:	Marketing, Design and Public Relations
Hourly Rate:	\$15.00
Posting Date:	July 29, 2019
Work Hours:	15 – 20 hours per week; shifts based on operational need of the organization

Position Description:

The Lead Operations Assistant supports Marketing, Design and Public Relations (MDPR) business operations as well as collaborates with the Associate Director of Marketing and Public Relations (PR) to maintain a steady workflow among the MDPR team. The Lead Operations Assistant assists the Associate Director of Marketing and PR with the financial closing of projects and acts as a key customer service representative for MDPR.

Essential Duties:

- Supervises, reviews and assigns general operations work to Operations staff under the supervision of the Associate Director of Marketing and PR
- Assists in onboarding and training new Operations staff
- Generates marketing material quotes as well as batch invoices for completed projects
- Follows up with vendors regarding promotional material quotes and status
- Distributes customer satisfaction surveys
- Processes and manages incoming work orders
- Facilitates client correspondence including walk-in customers
- Orders and maintains office supplies; tracks office expenses in Quicken
- Performs other duties as assigned

Qualifications:

- Ability to exercise independent judgment and decision-making
- Ability to coordinate the work of others
- Great customer service skills
- Excellent grammar, written and verbal communication skills
- Ability to pay keen attention to detail; strong strategic thinking, analytical and critical problem-solving skills
- Knowledge of pre-press and estimating, preferred
- Strong knowledge in math calculations such as markup and tax
- Proficiency in Microsoft Office Suite, especially Excel and Word
- Ability to manage time in a demanding, deadline-driven environment
- Demonstrated ability to work with an ethnically diverse and culturally pluralistic student population and campus community

Work Environment:

Frequently required to sit, talk and hear; manual dexterity, eye-hand coordination and verbal communication; use of office equipment: computer, printer, telephone, calculator, copier and fax. Must be able to walk, stand, bend and lift up to 25 pounds.

Employment Eligibility:

Employment with ASI is open to any Cal Poly Pomona student who is eligible to work and has the legal right to work in the United States. In addition, the employee must be currently enrolled for at least 6.0 units (undergraduate) and 4.0 units (graduate) at the end of the add-drop period have a minimum 2.0 GPA and be in good standing with the University. Individuals enrolled only in Extended University are not eligible for hire. Exceptions to the unit load requirement are allowed during the summer term and for students who have applied for graduation for the current term. Applications for employment are available at the ASI Human Resources Office located on the first floor of the Bronco Student Center, Room 1216 or online at <http://asi.cpp.edu/hr/>.

Mandated Reporting Requirement:

In compliance with the California Child Abuse and Neglect Reporting Act (CANRA) and the CSU Executive Order 1083, each ASI employee is designated as a mandated reporter and is required to sign an Acknowledgment of Mandated Reporter Status and Legal Duty to Report Child Abuse and Neglect.

System-wide Smoke and Tobacco Free Environment EO 1108:

Cal Poly Pomona is a smoke and tobacco-free campus. Please refer to the link below for policy information.
<http://www.calstate.edu/EO/EO-1108.html>

About the Associated Students Incorporated:

Established in 1963, Associated Students, Inc. (ASI) is a recognized auxiliary organization of Cal Poly Pomona that is led, funded and mainly staffed by students. Guided by the core commitments to the promotion of student development and provision of quality facilities, programs and services, ASI provides for student representation at the campus and system wide level and offers leadership development through student government, student-led programming, student employment and student involvement in a wide array of Bronco Student Center programs and services, including The Bronco Recreation and Intramural Complex (BRIC), as well as the Children's Center. ASI fully supports the enrichment of student life by providing annual funding support for student clubs and organizations, diversity programs, athletic scholarships and academic support programs.

ASI is an Equal Opportunity Employer