

Center for Civic Engagement & Learning (CCEL)

Student Office Assistant Position

Fall Semester 2021

Position Details

- Applicants must be enrolled CWRU undergraduate students
- Requires 2-6 hours/week commitment.
- Work hours are typically weekdays, within the hours of 9 a.m. and 6 p.m.; required monthly staff “meet-ups” may be later.
- Requires Federal Work-Study eligibility
- Requires a valid U.S. driver’s license
- Pay is \$9.25/hour

Position Description

The Student Office Assistant aids in the day-to-day regular operations of the CCEL office and supports CCEL programming for CWRU students and community partners. The position is supervised by the CCEL Coordinator on a daily basis. The main role of a Student Office Assistant is to assist with CCEL’s various administrative tasks, student engagement and marketing & promotion. **All Student Office Assistants must follow current CWRU safety guidelines for COVID-19; check CWRU’s website (<https://case.edu/covid19>) for the most recent updates.**

Responsibilities include, but are not limited to:

Administrative Tasks

- Help with the day-to-day operations of the reception area of CCEL
 - Greet visitors and assist with inquiries, while upholding university safety guidelines for COVID-19
 - Answer phone and direct calls to CCEL staff
 - Maintain organized, welcoming atmosphere of CCEL entrance by keeping information displays up-to-date and reception area and meeting tables clean and organized
 - Depending on current campus safety protocol, may be responsible for wiping down office surfaces and work area with disinfectant at the start and conclusion of each shift (gloves and wipes provided)
- Maintain CCEL records and databases
 - Enter program attendance data accurately in CCEL student database
 - Update community partner and student organization database, as necessary
- Inventory and organize office supplies and program materials
 - Routinely conduct inventory of spaces in CCEL office, storage spaces
 - Consistently update electronic inventory
 - Ensure that cabinets and storage spaces are organized, consolidated and accessible
- Assist with maintenance of CCEL’s van program – CCEL vans are traditional minivans with 7 seats (6 passengers, 1 driver)
 - Student Office Assistants are expected to complete the CCEL Van Certification Process, details here: <https://case.edu/studentlife/civicingagement/resources/transportation/certification>
 - As necessary: drive vans to local carwash, gas station for gas refills, and to local repair shop for maintenance appointments, with CCEL staff guidance and assistance.
 - Keep van logs and binders up to date

- Market CCEL programs to reach a wide audience
 - Create and update promotional posters, flyers, brochures, and publications
 - Deliver and distribute promotional flyers and table tents to campus buildings
 - Create videos that promote CCEL programs and civic engagement initiatives, as needed
- Assist CCEL staff members with additional projects as needed

Student Engagement

- Assist students looking for community service opportunities
 - Meet with drop-in students to assist them with information about CCEL programs and community opportunities, while being mindful of safety guidelines for COVID-19
 - Provide requested information to students, staff, and faculty about community service opportunities
- Assist with coordination of CCEL's civic engagement programs
 - Help organize, set-up, and staff the campus-wide Community Service Fair and Saturday of Service
 - Assist with logistics and preparation of monthly American Red Cross Blood Drives
 - Assist with logistics and student communications related to the Civic Engagement Scholars program
- Engage with students participating in weekly CCEL programs
 - Greet volunteers in CCEL and assist them with registration process
 - Serve as a leader for a weekly program site in absence of assigned leader
- Assist students with gaining information around voter registration and non-partisan political engagement efforts
 - Guide drop-in students through voter registration process using TurboVote and voter registration forms
 - Provide students with voter registration information and non-partisan voter education resources

Desired Skills

- Ability to engage with visitors and communicate with them about CCEL opportunities and programs
- Strong attention to detail
- Able to take direction and work independently
- Strong administrative skills, including proficiency with Microsoft Office (Word, Excel, PowerPoint)
- Must have valid US driver's license and be willing to complete CWRU Van Safety training/certification process and drive minivans to fuel/service stations
- Strong organizational skills and attention to detail
- Excellent communication skills (in person, on the phone and written)
- Strong skills in writing, editing, and proof-reading
- Flexibility to work in a small office with multiple programs and tasks
- Experience designing and creating marketing materials (flyers, posters, etc.)
- Experience and interest in community service
- Involvement in CCEL programs preferred

For additional information contact: commservice@case.edu, 216-368-6960.