

Center for Civic Engagement & Learning (CCEL)

Student Office Assistant Position

Spring Semester 2020

Position Details

- Applicants must be enrolled CWRU undergraduate students
- Requires 3-6 hours/week commitment.
- Work hours are typically week-days, within the hours of 9:00am-6:00pm; 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

Student Office Assistants aid with the day-to-day operations of the CCEL office and support CCEL programming for CWRU students and community partners. The position is supervised by the CCEL Coordinator on a daily basis. The main role of the Student Office Assistants are to assist with CCEL’s various administrative tasks, student engagement and marketing & promotion.

Responsibilities include, but are not limited to:

Administrative Tasks

- Contribute to the day-to-day operations of the reception area of CCEL
 - Greet visitors and assist with inquiries
 - Answer phone and direct calls to CCEL staff
 - Maintain organized, welcoming atmosphere of CCEL by keeping information displays up-to-date and reception area and meeting tables clean and organized
- 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
 - Drive vans to gas station for gas refills and to repair shops for maintenance appointments
 - Drive CCEL volunteers to community service site, as needed, when site leaders are unavailable
 - Drive CCEL vans locally in University Circle area and throughout Greater Cleveland
 - Keep van logs and binders up-to-date
- Maintain CCEL records and databases
 - Enter program attendance data accurately in CCEL student database
 - Collect program attendance sign-in sheets from community sites, as necessary
 - 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

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
 - 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 annual Social Justice Teach-In and 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
 - Drive volunteer students to and from site in CCEL van
- Assist students with 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 resource

Marketing & Promotion

- Market CCEL programs to reach a wide audience
 - Create and update promotional posters, flyers, brochures, and publications
 - Take photos and/or video of CCEL events including CCEL Serves, Saturday of Service, etc.
 - Create videos that promote CCEL programs and civic engagement initiatives
- Promote programs with the goal of recruiting students to participate in CCEL programs
 - Staff informational tables to promote programs and recruit students
 - Photocopy and distribute promotional posters, table tents, etc. throughout campus
 - Assist CCEL staff members with additional projects as needed

Desired Skills

- Ability to engage with drop-in 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 driver's license and be willing to drive minivans to service sites and 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
- Experience with CCEL programs strongly preferred

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