

VIKING UNION / STUDENT ACTIVITIES AS CLUB SUPPORT SPECIALIST

Viking Union Mission:

The Viking Union welcomes and engages students, faculty, staff, and guests in building a diverse community. We continually strive to enhance the Western Experience through supporting student leadership, campus involvement and creative expression, and by providing services and events in our venues.

The Viking Union... Bringing Together the Campus Community at Western Washington University

About the Position:

The Club Support Specialist staffs the welcome desk in the Club Hub, points club leaders toward useful resources, assists them with event planning, facilitates office communication, and takes on special projects to improve the resources and information offered to clubs.

About the Department (AS Club Activities Office):

The AS Club Activities Office, aka, "The Club Hub", empowers, supports, and provides opportunities for diverse student interests and community building within clubs. This office serves clubs as a resource for leadership and organizational development, as well as event planning and programming. The Club Hub is committed to ensuring all students can become involved and engaged in their Western community.

Term of Position:

Position begins after a qualified student is interviewed, selected and submits their employment paper work. The term of position will generally begin at the start of Fall quarter and end the Friday of Finals Week the following Spring quarter. Position holder is required to attend any trainings or orientations as required by the office coordinators or supervisor. Position may begin later in the year or at any point in which a position becomes vacant. Continued employment beyond one academic year without reapplication may be possible if mutually agreed-upon by both employee and supervising department.

REQUIRED QUALIFICATIONS: Must be dependable and punctual and demonstrate an ability to maintain 15 scheduled office hours each week. Be enrolled in the minimum number of credits for student employment eligibility at Western Washington University (6 credits for undergraduates, 4 credits for graduates). Maintain a minimum 2.00 cumulative GPA. Have an ability to work independently with minimal supervision.

POSITION RESPONSIBILITIES:

- Ensure that all club students visiting the Club Hub are able to access the resources they need to be successful by:
 - a. Assisting clubs with completing the steps necessary for successful programming, including but not limited to, room reservations, publicity requests, completing Expenditure Requests, special authorizations that may be necessary, etc.
 - b. Facilitating the scheduling of meetings between club participants and the Club Coordinator, Asst. Business Director, or Student Activities Advisor, as needed.
 - c. Becoming fully knowledgeable about policies, procedures, and the resources applicable to students participating in the club system.
 - d. Ensuring that Club Hub supplies are well-stocked and accessible by clubs.
- Actively contribute to the overall success of the Club Activities Office by:
 - a. Staffing the Club Activities Office (The Club Hub) front desk to assist with incoming questions and contact from clubs for 15 hours each week.

- b. Attending weekly Club Activities Office staff meetings (inside the Club Hub during one of the 15 regularly-scheduled hours in the work week).
 - c. Maintaining both the physical calendar of events in the Club Hub and the community-wide calendar of events on the Club Activities Office website.
 - d. Maintaining a log of contacts with students/clubs which will be accessible by other Club Hub staff and the Student Activities Advisor.
 - e. In conjunction with the AS Club Coordinator, maintaining an attractive, orderly, and clean appearance of the Club Hub space, storage closet, and supply cabinets.
 - f. Upon request, assisting the Club Coordinator or Student Activities Advisor with projects or with communicating with clubs.
- Enhance the resources, information, and offerings of the Club Activities Office by:
 - a. Developing written materials, documents, videos and webpage content aimed at increasing club leaders' levels of awareness and knowledge of policy, procedures, and business processes.
 - b. Ensuring that all information materials are accurate and updated anytime a change occurs to policy, practice, or personnel.
 - c. Soliciting feedback from club participants, student staff, and professional staff on ways to improve and streamline processes.
 - Ensure that club leaders have the best service and support when engaging in complex business processes by:
 - a. Assisting clubs in successfully completing specific business processes such as travel authorization, benefit fundraisers, navigating copyright issues, and proper food handling.
 - b. Proactively contacting clubs known to travel or to host benefit fundraisers on an annual basis in an effort to minimize last-minute authorizations or processing.
 - c. Maintaining accurate activity logs related to travel and benefit fundraisers.

SKILLS DESIRED: Ability to demonstrate customer service skills preferred. Effective time management and organizational skills. Past experience with AS clubs at WWU. Strong writing skills. Basic website editing or design is a plus, but not at all required.

REPORTS TO: Student Activities Advisor

WORK TIME: 15 hours per week

SALARY LEVEL: \$9.04 per hour

APPLICATION PROCEDURE: See "Hiring Procedures"