Position Summary:
ASI Peak Adventures provides recreational and educational opportunities through guided outdoor trips, ropes course programs, clinics and classes on many outdoor subjects. Peak Adventures also boasts a full-service bike shop and equipment rentals to prepare customers and clients for any journey. Under the supervision of the Peak Adventures Programs Specialist, the Office Assistant is responsible for the overall operational efficiency of the front desk and setting a standard for customer service and relations. The Office Assistant will work to ensure that Peak Adventures offers professional, efficient, accurate and friendly service to our customers (via front counter, phone and email/fax). All front desk employees are ambassadors to the community and set the tone for the entire organization. This position will also collaborate with the Operations Specialist, Challenge Center Specialist and the Marketing Specialist as it pertains to the various areas of Peak Adventures operations, such as equipment rental, promotions, and program logistics. This position is also available for Federal Work Study (FWS) applicants.

Start Date: August 2016
Time Base: 15-20 hours per week
Application Deadline: Open Until Filled
Compensation: $10.00 per hour

ESSENTIAL DUTIES & RESPONSIBILITIES

- Customer service duties include delivery of program and sales support. This will entail assisting customers with rental equipment, retail sales, bike maintenance drop off/pick up, answering phones, program registration and miscellaneous customer service support.
- Help customers feel at ease and eager to utilize services and programs.
- Assist the Programs Specialist with outdoor trip logistics, to include customer communication, supply needs, reservations, and trip leader folders.
- Ensure that office supply needs are being met (photo copies, mailings, purchase of supplies).
- Communicate with the Operations Specialist regarding rental equipment issues, maintenance needs. Help ensure that equipment is available, reserved, and in working order for programmed events.
- Data entry, report printing, petty cash accounting and cash register reconciliation.
- Assist with marketing efforts such as promotional booths, class visits, brochure distribution, etc.
- Help with developing front desk systems to improve operational efficiency.
- Oversee and train other staff in front desk procedures, ensuring that front desk procedures are being followed.
- Participate in promotional activities, including promotional booths as needed.
- Keep front desk and staff lounge areas neat and organized.
- Other duties as assigned.

CORE COMPETENCIES AND MINIMUM QUALIFICATIONS

- Exceptional customer service skills
- Ability to communicate effectively both verbally and in writing with staff, employees and public
- Good analytical and problem-solving skills
- Ability to follow oral and written instructions

MINIMUM QUALIFICATIONS

- Knowledge of windows-based personal computers – Microsoft Word, Excel, Outlook
- Ability to lift and move up to 30 pounds
- Previous customer service experience

PREFERRED QUALIFICATIONS

- Knowledge of outdoor programming and equipment
- Proficient in basic P.O.S. accounting procedures
- Experience with cashiering
- Currently enrolled Sac State Student
- Federal Work Study preferred but not required

HOW TO APPLY:
Interested applicants must submit an application and resume. To apply online, please go to: https://748.dayforcehcm.com/CandidatePortal/en-US/asi/ or you can return a completed application:

By mail
Associated Students Inc.
6000 J. Street
Sacramento CA, 95819-6011

By Fax
Attn: ASI HR
916-278-5484

In Person
Peak Adventures
Located at The Well

Associated Students is a nonprofit corporation and an auxiliary organization of California State University, Sacramento providing a wide range of programs and services to the students of CSUS. Therefore, ASI employees are not state employees.

Associated Students is an Equal Opportunity employer.

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