



SUB 3100  
Simon Fraser University  
8888 University Drive  
Burnaby, BC V5A 1S6  
[sfss.ca](http://sfss.ca)

## Internal/ External **Member Services Administrative Assistant** (Part-Time, Student Position)

The Simon Fraser Student Society (SFSS) is a not-for-profit organization that represents all Undergraduate Students at Simon Fraser University (SFU). The SFSS provides our members with a broad range of advocacy work, services, and events. The vision of the SFSS is realized through our support of students to reach their full potential by providing resources and services that represent, connect and benefit our membership.

*The Simon Fraser Student Society is an equal opportunity employer.*

This is a part-time student position (up to 16 hours a week) and is included in the Canadian Union of Public Employees (CUPE) Local 3338-5 at a wage rate of \$15.63 per hour with additional benefits as defined in the Collective Agreement.

*\*Please note that the Collective Agreement is currently being negotiated and the wage rate will see improvements*

**Description:** The Member Services Administrative Assistant is primarily responsible for front-line delivery of membership services and the operation of the SFSS Student Centre. You will also act as a primary contact for the Society's diverse membership, as well as for the public at large.

**Goal:** To provide consistent, effective and smooth operation of the SFSS Student Centre, providing the highest levels of service to the Society's membership. To ensure the day-to-day administration of the Student Centre is carried out in an effective, efficient, timely, and service oriented manner, and to ensure the goals of the Student Society are met, and its policies carried out.

**Working Relationship(s)/ Role in Organizational Structure:** The Member Services Administrative Assistant(s) works closely with and reports to the Member Services Coordinators.

### **Duties and Responsibilities:**

1. Provide front-line service for members in the Society's Student Centre, including handling general inquiries, reception, delivering programs and services such as: student clubs, administration of the commercial vending program, Winter Craft Fair, SFSS Clubs & Departmental Student Unions, cash handling and booking appointments as required
2. Administer the SFSS Student Centre, including SFSS Clubs & Departmental Student Unions, email management, courier, mail processing, opening and closing duties, cleaning/tidying, maintaining the Society's poster boards and general administrative and other work as required
3. Undertake and assist with delivering special projects and events, including clubs and student unions events, Clubs Days, Pancake Breakfasts, advocacy campaigns, and other projects as required
4. Provide information on the Society, its goals, policies, structures and activities, and refer individuals or groups as required
5. Provide input on the operations and activities of the SFSS Student Centre, its services and programs
6. Be aware of the student, membership-based, and service-oriented nature of the SFSS Student Centre and related programs

### **Required Skills and Experience:**

1. Ability to work efficiently in a self-supervisory, multi-tasking environment, within clear timelines
2. Excellent email, reception, telephone, time management, and organization skills
3. Ability and experience with cash handling
4. Excellent computing skills [Microsoft suite and G-Suite]
5. Strong interpersonal skills
6. Excellent verbal and written communications skills
7. Understanding of the role of the Student Society for its membership, in terms of advocacy, representation, and the provision of services
8. Ability to lift, move and carry materials in accordance with WorkSafeBC guidelines



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**Please send your documents as PDF files in [Collage](#). Applications must be received no later than 5:00 pm (PST) on August 26th, 2021.**

Desirable start date: as soon as possible. Applicants must be available to work Monday to Friday during regular office hours.

*The SFSS is committed to making a sustained effort in recruiting, nominating, and supporting skilled candidates who have a commitment to equality and justice, and we encourage applications from women, Black, Indigenous, and members of racialized communities, persons with disabilities, and members of LGBTQ+, cultural, religious and linguistic communities.*

We thank all who apply, but only those candidates selected for interviews will be contacted.

**Please Note:** The SFSS is an independently incorporated organization working within the SFU community. This position is not an SFU staff position. For more information about the SFSS, please visit our website at: [www.sfss.ca](http://www.sfss.ca).