

Rainbow Front Desk Staff (2 positions)

The LGBT Resource Center is a diverse, open and public community center serving the UC San Diego community. Under the supervision of the Programs and Coordinator, Rainbow Front Desk Staff will provide front desk assistance and resource referral to students, faculty and staff. Front Desk staff help maintain a warm and inclusive environment at the LGBT Resource center by promoting center values.

Qualifications:

Student staff should:

- Be able to understand and articulate social justice issues.
- Must be committed to the mission and vision of the UCSD LGBT Resource Center and serve as an enthusiastic representative of the LGBTRC.
- Have proven experience working cooperatively as part of a team.
- Strong interpersonal skills and the ability to work collaboratively with diverse students, staff, faculty, and community members.
- Ability to effectively manage time and multiple projects.
- Ability to stay well-informed of current events on campus and general campus climate.
- Previous customer services experience, with demonstrated interest in community building at UCSD around LGBTQIA+ issues.

Job Duties

- Maintain and update the Rainbow Library, the book library, the media library, and the resource library
- Organize library categories so that resources are physically accessible and that categories reflect the mission of the LGBT RC Library
- In collaboration with the Programs & Operations Coordinator, produce the Rainbow Newsletter, the center's weekly electronic newsletter
- Maintain, update, and organize the rainbow@ucsd.edu email account and respond to and/or forward messages appropriately
- Assist the Operations Coordinator in maintaining and updating the center calendar, online registration forms, social media
- Support the Marketing and Outreach intern and Programs & Operations Coordinator by utilizing simple word processing and content creation and management tools (ie. canva, apps) to create center publicity including-simple flyers, labels, office stationery, and certificates.
- Update the LGBT RC board publicity board

POSITION OVERVIEW

Student staff are responsible for keeping the Lesbian Gay Bisexual Transgender Resource Center (LGBT RC) open during operational hours and are the front line representatives of the LGBT RC to the UCSD community. Therefore, it is imperative that student interns maintain good connections with all community members by creating and maintaining the RC as an open and public space to explore issues of gender identity and sexual orientation. Interns are employed from **September 1, 2021- June 15, 2022**

REQUIREMENTS FOR EMPLOYMENT

- Must be a full-time UCSD undergraduate student for the entire academic year with registration fees paid in full
- Must be able to work 10 hours per week
- Total employment hours at UCSD must not exceed 19.5 hours per week
- Must be available to work daily afternoon shifts from 4:30pm – 7:00pm Monday-Thursday during the 2021-2022 Academic year
- **Must attend Fall Staff Training September 7-23, 2021**
- Duties may require direct contact with children (defined as individuals under the age of 18); completion of the Child Abuse and Neglect Reporting Act (CANRA) form will be required.

SPECIFIC RESPONSIBILITIES

1. Administrative

- Check e-mail once a day
- Complete timesheets every week
- Provide supervisor with quarterly schedule prior to commencement of each academic quarter, and notify supervisor of any schedule changes

2. Front Desk Duty

- Greet incoming visitors
- Give center tours
- Direct visitors to appropriate resources
- Provide primary phone reception
- Perform daily, weekly and monthly space maintenance
- Open and/or close the Resource Center

Training and Staff Meetings

- Must attend Fall Staff Training September 7-23rd, 2021

- Attend bi-weekly supervision meetings

4. **LGBT RC Events and Programs** (as designated by professional staff)

- Attend and possibly staff LGBT RC Signature Events, including, but not limited to, Welcome Orientation, World AIDS Day, Out and Proud Week, and Rainbow Graduation

6. **Other Duties as Assigned**

WORK DISTRIBUTION EACH WEEK 2021-2022

Front Desk Duty (9.5 hours)

Supervision meeting (.5 hour)