



Wellness Assistant

PURPOSE

SRC Wellness Assistants are responsible for participant engagement and safety in the Wellness Suite space by ensuring correct and appropriate use of equipment, maintaining cleanliness, organizing the readiness for use of supplies, and leading activities. Utilizing a network of peers, mentors, and professional staff, the Wellness Assistants provide education, trainings, resources, and programming workshops for students in a variety of health and wellness topic areas.

SUPERVISORY DUTIES AND RESPONSIBILITIES

- Oversee the Wellness Suite at all times to ensure the safety of participants and the security of equipment and inventory
- Responsible for participant bookings on Fusion for Nap Pod and Massage Chair reservations
- Maintain accurate schedule and record of attendance, ensuring participants are arriving for their correct reservation time and within operating hours
- Familiarize participants with the importance of the dimensions of wellness, self-care, and referrals to other services on campus including Student Health Services, Counseling Center, Services for Students with Disabilities, Basic Needs, Campus Programming, ASI, and more
- Educate participants and enforce rules and regulations regarding the safe and proper use of the equipment and facility
- Respond to all questions, comments, and concerns regarding Wellness Workshops and wellness-related content in a timely manner
- Respond to all injuries and assist in immediate first aid and proper emergency procedures

PROGRAMMATIC DUTIES AND RESPONSIBILITIES

- Facilitate open hours at the Wellness Suite to provide a welcoming environment for all participants
- Turn on/off all Nap Pods, Massage Chairs, Diffusers, and Audio/Visual devices (speakers, TV, Promethean, etc.)
- Actively monitor the Wellness Suite and engage with participants who need assistance setting up Nap Pods, Massage Chairs, and/or accessing arts & craft supplies
- Assist in leading Wellness Workshops and outreach programs for student groups, academic courses, clubs, and special events
- Research and develop ideas for future workshops and create templates/guidelines for multi-use events
- Remain within scope of basic level wellness knowledge— does not advise on specific exercise prescription, nutrition guidelines, or mental health treatments
- Maintain confidentiality related to participant information per CSUB policies and procedures
- Keep Wellness Suite desk organized, clean, and inviting
- Clean all equipment and surface areas including desk and workspace to remove dust, debris, and excess supplies
- Regularly inspect space and report any safety or maintenance needs
- Inspect all equipment daily by testing each piece of equipment for safe operating condition (visually inspecting for wear, testing all features, listening for unusual noises, etc.)
- Document any equipment that isn't working properly, and report utilizing Connect 2 software
- Ensure towels for participant use and equipment cleaning are replaced regularly
- Ensure spray cleaning bottles are full and operational for each piece of equipment
- Educate participants and student staff; adhere to, and enforce, all policies and procedures
- Resolve participant conflicts and disputes with tact and diplomacy
- Perform light custodial duties when full-time custodians are not available
- Communicate maintenance, custodial, or security issues to appropriate SRC or campus personnel
- Maintain familiarity with Emergency Action Plan and assist during major emergencies and drills
- Collect lost and found items and give to membership services assistant to document and store
- Assist in other duties as assigned by Manager on Duty, Student Manager, Coordinator, or Director
- Document the completion of all assigned tasks.

ADMINISTRATIVE DUTIES AND RESPONSIBILITIES

- Provide support to the Director and Coordinators on specific projects as needed and assigned
- Represent the SRC and CSUB in a professional manner and act as an SRC ambassador at all times with an extensive knowledge of the Wellness Suite. Possess general knowledge of all SRC facilities, programs and services
- Serve as a role model to other student staff and participants
- Provide positive public relations and policy education to participants
- Attend and contribute to all mandatory staff meetings, workshops, and retreats
- Provide a friendly, inclusive, service-oriented environment for all staff and participants
- Demonstrate awareness of, and appreciation for, individual uniqueness and diversity
- Maintain a positive relationship with staff and co-workers
- Demonstrate commitment to student development and leadership
- Maintain high standards and achieve high expectations
- Maintain prompt hours and follow absence procedures

QUALIFICATIONS

- Currently enrolled CSUB student with at least 6 undergraduate units and 2.0 G.P.A. or graduate student with 4 graduate units and a minimum G.P.A. of 3.0
- **Certification in CPR/AED/First Aid from either the American Red Cross or the American Heart Association**
- Previous experience in recreation/fitness programming, event planning, or facility oversight preferred.
- Knowledge of, or demonstrated interest in, health and wellbeing, stress-reduction techniques, psychology, education, and positive lifestyle habits, preferred
- Experience with, or awareness of, safety and risk management, public speaking, and customer service preferred
- Genuine interest in a variety of individuals and commitment to providing quality service to diverse populations.
- Excellent oral and written communication skills
- Candidates should be reliable, self-motivated, and should be able to solve problems and make decisions based on SRC mission and guiding principles
- Willingness and ability to work early morning, night, weekend, finals, and semester break hours

CLASSIFICATION AND COMPENSATION

Student Assistant I: 8-10 hours per week

APPLICATION PROCESS AND DEADLINE

Applications can be found on Handshake - <https://csub.joinhandshake.com/login>

Included in the application is a section titled "Tips for Applicants" that will help prepare candidates for the selection process.