

## **Student Basic Needs Graduate Operations Assistant**

### **About the Role**

As a member of the Student Basic Needs team you will play an integral role in shaping our student support services and programs that focus on intersectionality, sense of belonging, and well-being. Ideal candidates will have a passion for social justice and supporting a culture of compassion, as well as a willingness to hone skills in student engagement, marketing, outreach, and programming.

### **About Student Basic Needs**

The Student Basic Needs department fosters a culture of holistic well-being by helping to eliminate life barriers, such as food, housing, and economic injustice, that may jeopardize student academic and personal success. We support students by developing initiatives, streamlining communication with campus partners, and connecting students to campus and community resources. Please see [our website](#) for more information.

### **Job Expectations**

- Administrative Operations
  - Assist in the general operations of the Student Basic Needs Department and Trojan Food Pantry
    - Assist in managing and responding to communication via the departmental email account
    - Assist in the management of data collection and assessment projects to demonstrate departmental learning outcomes
    - Organize, restock, and sort food, non-food items, inventory, and donations
    - Maintain and practice regular cleaning and food safety procedures by established health regulations
  - Assist students and guests at the Student Basic Needs Center / Trojan Food Pantry
    - Check-in visitors, assist with food distribution and refer students to appropriate resources
- Programming & Student Engagement
  - Manage and coordinate the Trojan Food Pantry Volunteer Program, including facilitation of training sessions for student volunteers
  - Assist with planning and implementation of programs that promote housing, food, and economic security/wellbeing
  - Assist in the intake process from internal and external partners (ex: nonprofit, on-campus, etc.) and translate into student support services

- Assist students who are in need of public benefits assistance such as CalFresh
- **Marketing/Outreach**
  - Assist in the general departmental marketing and outreach efforts of Student Basic Needs
  - Create and develop outreach materials, including presentations, flyers, social media, signage, and other unique and innovative communication efforts
  - Represent Student Basic Needs at outreach and tabling events
  - Assist in the development/expansion of Student Basic Needs resources
- **Professional Development & Training**
  - Complete and participate in an accredited Food Handler Certification training program
  - Participate and attend Student Equity and Inclusion Programs (SEIP) and Student Basic Needs trainings and community engagement events
  - Complete mandatory training modules via TrojanLearn
  - Participate in official CalFresh Application Assister Training (optional)

### **Desired Qualifications**

- Incoming student or currently enrolled as a graduate student at USC (Master's degree program in Postsecondary Administration and Student Affairs, Education Counseling, Social Work, or a related field of study is preferred)
- Prior work experience in social services, education, non-profit and/or food pantry/bank experience desired, but not required
- Experience in operations, organizational planning and community building/development
- Cumulative GPA of 2.5 or higher at time of hire + throughout duration of employment

### **Compensation & Work Hours**

- \$18.30 per hour
- Up to 10-20 hours per week
- Federal work-study preferred
- On-site/in-person role
- Graduate Assistants typically work Monday through Friday, during business hours between 9am - 5pm. This position may include occasional evenings and weekends
- School Recess & Non-Instructional Days: Students have the option of working additional hours if the workload permits

### **How to Apply**

- **Priority Deadline:** Friday, February 28th, 2025 @ 5 PM PT

- Applications after this date will be reviewed on a rolling basis or until position is filled
- **Application Link:** <https://forms.gle/U9YGrtu25WHB9nRN9>
- **Submit application above AND send a resume to [basicneeds@usc.edu](mailto:basicneeds@usc.edu)**
  - Please use the following in the email subject line: "SBN Graduate Operations Assistant Application - [Insert Your Name]".

If you have any questions, please email **Student Basic Needs** at [basicneeds@usc.edu](mailto:basicneeds@usc.edu) or **Natalie Sin - Trojan Success Initiatives Coordinator, Student Basic Needs** at [nsin@usc.edu](mailto:nsin@usc.edu).

*Student Basic Needs positions are open to all USC Students. Student Basic Needs operates its programs in accordance with [USC's Notice of Non-Discrimination](#).*