

NASCC Front Desk and Event Support Staff

Location: Native American Student and Community Center (NASCC)

Rate of Pay: \$16.30 per hour, 6 to 10 hours a week

Term of Employment: September 16, 2025 – June 15, 2026 with an opportunity to reapply

Evaluations: Conducted at the end of each term

Supervisor: NASCC Building Manager

Purpose/Role:

We are seeking students who are passionate about providing excellent hospitality and customer service to serve at the front desk and support events at the NASCC. This role is integral to fostering a welcoming environment, ensuring the smooth operation of the center, and demonstrating stewardship of our spaces and resources. Candidates will be committed to community engagement, supporting student success, and preserving the cultural and educational significance of the NASCC.

Duties and Responsibilities:

- **Provide Hospitality and Stewardship:** Greet, welcome, and facilitate tours for students, families, staff, and faculty, ensuring all visitors feel valued. Act as an ambassador of the NASCC, creating a warm, supportive atmosphere that reflects our commitment to the community.
- **Event Setup and Support:** Assist in setting up and taking down for events held at the NASCC, including AV equipment and technology. Provide seamless support to clients during events to ensure a positive experience.
- **Promote NASCC Programs:** Inform and promote NASCC programs and events, actively engaging with the community to foster participation and connection.
- **Resource Referral:** Direct students, families, and community partners to relevant resources, ensuring they receive the support and services needed to thrive. Refer students to appropriate student services at PSU.
- **Administrative Support:** Answer and return telephone calls and emails in a timely, courteous manner. Utilize EMS software to recall, schedule, support, and communicate with clients, ensuring efficient coordination of events.
- **Steward the Center's Spaces:** Maintain the NASCC calendar of events, update and organize internal bulletin boards, and keep PSU student services information stocked and organized. Ensure the upkeep and cleanliness of the NASCC, including classrooms, the kitchen, rooftop garden, and gathering areas.
- **Art and Resource Management:** Help maintain NASCC artwork following intake and care protocols.
- **Technology Maintenance:** Monitor and maintain the NASCC computer labs.
- **Availability:** Be available during NASCC hours of operation, as well as for scheduled events and activities, demonstrating a consistent commitment to the center's mission.
- **Problem-solving:** Troubleshoot and address challenges as they arise, maintaining a calm, solution-oriented approach.

- **Training and Development:** Attend quarterly training sessions and student employment orientation prior to each term to continually develop skills in hospitality, stewardship, and community engagement.
- **Other projects and duties as assigned:** To further enhance the operations and impact of the NASCC.

Qualifications:

- Must have been awarded Federal Work Study for the 2024-2025 academic year.
- Strong customer service and multitasking skills.
- Effective communication abilities.
- Ability to work independently and with attention to detail.
- Demonstrated reliability and commitment to maintaining a welcoming, inclusive space.
- Knowledge of MS Office and Google Suite.
- Familiarity with Native American services, organizations, and resources.
- Understanding of PSU's student services and resources.
- Sensitivity to and knowledge of traditionally underrepresented students, including but not limited to Asian/Pacific Islander, African American, Latino, Native American, LGBTQ+ students, and others.
- Minimum 2.5 cumulative GPA for undergraduate students and 3.0 GPA for graduate students, with consistent academic performance during employment.

Preferred Qualifications:

- Native American/Alaskan Native/Pacific Islander heritage or experience working with Indigenous cultures and Tribes.
- Knowledge and understanding of the Native American community in the Portland metro area and the Sovereign Tribes of the United States.
- Knowledge of social media platforms.
- Familiarity with Adobe Creative Cloud software.
- Previous experience in a leadership position.

Application Process:

Submit completed applications by email to NASCC@pdx.edu or in person at 710 SW Jackson St, Portland, OR 97201. Applications are accepted on a rolling basis.

Required materials include:

- Cover letter.
 - Please address your interest in the position and how it will help you grow as a student leader.
- NASCC application (online form).
- Resume with two references.
- Copy of your Federal Work Study Award.