



**NAME OF THE POSITION:** Academic Support Content Creator

**CLASSIFICATION:** Federal Work Study

**EMPLOYER:** Charles R. Drew University

**DEPARTMENT:** Student Affairs

**LOCATION:** Student Center

**WORK HOURS:** 20 HOURS A WEEK

**RATE OF PAY:** \$20.00

**SUPERVISOR:** Darryl White

**CONTACT INFO:** [darrylwhite@cdrewu.edu](mailto:darrylwhite@cdrewu.edu)

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Create flyers and social media posts to promote announcements, upcoming activities, etc.
- Marketing academic support services across campus
- Edit and maintain social media platforms and calendar
- Facilitate and support Student Services' programming (set-up, student engagement, breakdown)
- Answer any questions students, staff, faculty, and CDU community members may have about student services' resources via in-person or phone
- Brainstorm marketing techniques with team to increase program participation and awareness Collate survey data and other office duties as assigned

**EDUCATION:**

- Current CDU under/graduate student

**MINIMUM EXPERIENCE/QUALIFICATIONS:**

- Creative and outgoing lifelong learner with a growth mindset
- Ability to work independently with minimal supervision and in group settings
- Organized self-starter with a strong attention to detail
- Demonstrated ability to work effectively both independently and as part of a team.
- Ability to communicate effectively, both in writing and orally
- Ability to maintain a high degree of accuracy in data entry
- Ability to manage multiple projects, work efficiently under pressure, and meet deadlines
- Ability to maintain confidentiality
- Ability to maintain working relationships with a diverse population of students, faculty, staff, and others.
- Ability to maintain excellent customer service

**COMPUTER SKILLS:**

- Must possess strong computer skills and be proficient in MS Windows, Word, Excel, Canva etc.
- Confident with Instagram and Microsoft Forms (training provided if needed)
- Familiar with Instagram analytics is a plus

- Some experience with database software tools.

**WORK ENVIRONMENT:**

- Variable work environments including non-traditional service areas
- Flexible work schedule

**PHYSICAL DEMANDS:**

- Some evening and weekend hours may be required, especially during high processing seasons.
- Sitting and standing for extensive periods of time
- Walking, stooping, reaching
- Lifting up to 25 pounds; carrying materials to various locations
- Finger and hand movement and feeling sufficient for computer and equipment operations
- Clear speaking, hearing conversationally, and seeing near and far

**MENTAL DEMANDS:**

- The ability to perform highly detailed work with sustained attention and care while providing/obtaining information on numerous tasks is paramount to success in this position.
- Able to work effectively and concurrently on unrelated tasks; use of sustained concentration and decision-making processes. Constant calculating, reasoning, judgment, resourcefulness, analytical ability, and ingenuity. Able to prioritize work for best outcomes.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. I understand that CDU at its sole discretion may change this description or any of its components at any time.

Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

Contact: \_\_\_\_\_

Employee: \_\_\_\_\_ Date: \_\_\_\_\_