



Leilani Castillo

December 14, 2022

Dear Leilani:

I am pleased to offer you the position of Member Services and Outreach Coordinator for Associated Students Inc., California State University, Fullerton.

Attached you will find a job description, which outlines the specific duties for the position we are offering you. Also listed below are employee benefits and other specifics of your employment with Associated Students Inc., California State University Fullerton. Your responsibilities are provided in the attached job description and include other duties as assigned by your immediate supervisor, or other member of ASI Management.

- 1) In this exempt role, your semi-monthly compensation rate will be \$2,686.67. You will be classified as an exempt employee, which means that you will not be eligible for overtime pay.
- 2) You will report to Aaron Tapper, Student Recreation Center Director, and he can be reached by email at [atapper@fullerton.edu](mailto:atapper@fullerton.edu) or 657-278-3648.
- 3) Your work schedule will be 8:00am-5:00pm, Monday through Friday unless circumstances warrant adjusting that schedule, and being approved by your immediate supervisor. You are required to take at least a 30-minute unpaid lunch break, to begin by the end of the 5<sup>th</sup> hour of work, and you will be entitled to 2-10 minute paid rest breaks in an 8 hour shift. The timing of those rest breaks should be agreed upon between you and your immediate supervisor.
- 4) Your first 90 days of employment with Associated Students, CSUF, Inc. is considered an Introductory Period. Completion of the Introductory Period does not guarantee continued employment for any specified period of time.
- 5) Your employment is At-Will, meaning you are free to leave Associated Students, CSUF, Inc. at any time, without cause and/or notice, and Associated Students, CSUF, Inc. likewise has the right to terminate your employment at any time, with or without cause or notice. Only the Executive Director has authority to enter into any agreement for employment.
- 6) Benefits include accrual of 6.67 hours of vacation and 8 hours sick leave per month. You will be eligible to participate in the health, dental, and vision insurance program the first day of the month following your effective date of employment.
- 7) Our offer to hire you is contingent upon the following:
  - (a) Submission of satisfactory proof of identity along with your legal authorization to work in the United States. A list of the documents to verify your identity and your authorization to work in the United States is available at the U.S. Citizenship and Immigration Services website: <https://www.uscis.gov/i-9-central/form-i-9-acceptable-documents> Details as well as instructions regarding your personal documentation are provided through this link. Please bring your documents with you on your first day of work. Failure to provide sufficient proof of identity and work authorization may delay your start and could potentially invalidate this offer of employment.
  - (b) As a requirement of your employment on the CSU Fullerton campus and in order to add you to the CSU-Fullerton systems and directories, you will be required to produce your Social Security Card.
  - (c) Your employment is also contingent upon acceptable screenings prior to your first day of employment. These include:
    - (i) Reference Check
    - (ii) Pre-Employment Screening

(iii) LiveScan Screening

- 8) Proof of compliance with the CSU COVID-19 vaccine and booster is required. This consists of submitting proof of vaccination to Associated Students Inc., CSUF on your first day. If you have a medical condition or religious reason that prevents you from receiving a COVID-19 vaccination, you may file for an exemption through Human Resources. Associated Students Inc., CSUF Management will review your exemption and determine whether your exemption will be approved.
- 9) Effective date of hire, you will be automatically enrolled in CalPERS Retirement at Tier 3, where 7.003% of your salary will be deducted from your paycheck on each pay date. The current PEPRA calculation is 2% at 62. If you have any further questions, please contact CalPERS directly.
- 10) Although your initial assignment is in the Student Recreation Center, you may be transferred to another department as business needs dictate.
- 11) Following the receipt of your signed acceptance of this offer letter and job description along with the completion of all contingencies listed in section 7 of this letter, unless otherwise negotiated, you may begin your employment with Associated Students Inc., CSUF. You will be contacted by Human Resources to set your start date. You may report directly to Human Resources at 8:30 AM beginning your first day.

If you agree with and accept the terms of this employment, please sign below, and return this letter to our office.

It is with great pleasure that we welcome you to the Associated Students Inc., CSUF team. We look forward to a mutually successful business relationship. If there is anything that we can do in order to make your employment with Associated Students Inc., CSUF successful and enjoyable, please don't hesitate to contact me, your supervisor, or ASI Management.

Sincerely,



Andrea Okoh  
*Human Resources Director*  
Associated Students Inc., CSU Fullerton  
657-278-7060

CC: Dr. Dave Edwards, ASI-CSUF Executive Director

I, \_\_\_\_\_, accept the terms of this offer of employment as stated in this letter, meaning you are free to leave Associated Students, CSUF, Inc. at any time, without cause and/or notice, and Associated Students, CSUF, Inc. likewise has the right to terminate your employment at any time, with or without cause or notice. Only the Executive Director has authority to enter into any agreement for employment.

Accepted by: \_\_\_\_\_ Date: \_\_\_\_\_



## Job Description

**Job title: Member Services & Outreach Coordinator**

**Work Location: ASI- Student Recreation Center**

**Division/Department: Titan Recreation**

**Reports to: Director of the Student Recreation Center**

**Supervisory Position**

☒ Yes  
☐ No

☒ Exempt  
☐ Nonexempt

☒ Staff  
☐ Student

☒ Full-time  
☐ Part-time

**Essential Duties and Responsibilities:**

Under the general supervision of the Director of the Student Recreation Center, the Member Services and Outreach Coordinator is responsible for recreation software management, member and marketing communications, membership sales, customer service, and revenue generation. This position requires an individual with proven leadership experience capable of working on a fast-paced, results-oriented team. A vital component of this position is a demonstrated ability to work autonomously with initiative, critical and creative thinking, and a solid commitment to student development, collaboration, and customer service.

Diversity, Equity, and Inclusion are core values of Associated Students Inc. CSUF. We believe that the educational environment is enhanced when diverse groups of people with diverse ideas come together to learn. The Member Service and Outreach Coordinator will support ASI's DEI plan in all programming, services, and interactions.

- Responsible for the recreation management software functionality to ensure that all programs and registrations are conducted accurately.
- Provide leadership and oversight of all Member Service operations including, but not limited to, front desk student staff, customer service, membership sales and renewals, program registration, pro shop sales, inventory, facility entry, and equipment checkout
- Develop and implement marketing strategies for membership and member services, including membership promotions, special events, and ongoing membership retention efforts
- Responsible for overseeing the monthly payment plan process for Student Recreation Center memberships
- Responsible for coordination of all member services staff, including recruitment, training, supervision, evaluation, and discipline
- Responsible for student staff development – which includes mentorship, leadership, and assisting students with their academic and professional growth
- Responsible for preparing, presenting, and implementing the member services budget, including managing and meeting expense and revenue goals.
- Coordinate with Associated Students, CSUF, Inc. Marketing, Communications, and Design Department.
- Ensure accurate inventory for retail merchandise and equipment for check-out
- As a member of the Student Recreation Center Team, meet regularly with other personnel to establish and ensure effective ongoing communication and coordination between departments
- Provide support to the Director and the Titan Recreation Team in the development and implementation of special programs, events, and projects
- Develop and implement an effective customer service program for both internal and external customers
- Review and evaluate member service operations to ensure appropriate risk management precautions and

procedures are in place or developed. Ensure that the department and facility comply with risk management requirements of the Associated Students INC. (ASI), California State University (CSU) system, and California State University, Fullerton (CSUF). This includes, but may not be limited to, effective management participant waivers and assumptions of risk documents.

- Participate in campus-wide collaborations that serve the overall mission of Titan Recreation, the Student Recreation Center, ASI, and the University as a whole
- Serve on campus boards and committees as well as system-wide associations
- Teach First Aid, CPR/AED classes
- Must be willing to work a flexible schedule occasionally, including nights and weekends when necessary
- Perform other duties relating to Associated Students' overall mission, vision, and values, CSUF, Inc., and Titan Recreation. This job description can be changed at any time.

**Education:**

- Required: Bachelor's degree from an accredited four-year college or university.

**Experience:**

- Equivalent to one to two (1-2) years of progressive supervisory responsibilities.
- Experience in providing customer service to a diverse population, preferred
- Demonstrated software, budgetary, risk management, and supervisory ability
- Demonstrated ability to collaborate, form partnerships, and work effectively as a member of a goal-oriented team
- Commitment to student development and ability to motivate and work closely with students
- Experience with point-of-sale transactions
- Ability to operate an office workstation, utilize word-processing, spreadsheet, and other software
- Ability to communicate clearly and concisely, both orally and in writing

**Typical Physical Requirements:**

Frequently required to sit, talk, listen, and walk; manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; clear verbal communication. Must be able to walk, stand, bend and lift to 25 pounds

**Typical Working Conditions:**

Work is primarily performed in an office environment and various physical activity program areas. Occasionally, work is conducted outdoors for extended periods to deliver multiple activities.

**Special Requirements:**

- Must acquire CPR/AED and First Aid certification within three (3) months of employment.
- Employment will be contingent on satisfactory employment history and criminal background investigation.
- Subject to DMV Pull program requiring valid driver's license, current auto insurance must always be on file and meet CSURMA driving standards. You may be required to use a personal phone for business-related activities.

**Print Employee Name:**

**Employee signature:**

**Date:**