

## Student Assistant

I Mataalofa Hubbard work 19 hours a week assisting in the Student Health and Wellness Services at Bakersfield College. I am the ambassador [the sole Equity & Inclusion (funded) Ambassador] and I work the front and back office. When working the front desk I have other tasks on top of maintaining the front office. I perform general clerical work; serve as a receptionist, maintain office supplies, medical inventory, verifying student enrollment, and making sure the schedule is going accordance. The other tasks would be assisting with processing SISC student accident claims for sports and on-campus injury. I also do outreach for the office and the [Student Health & Wellness Advisory Committee] student org that I am currently involved in [as President].

### **Duties for the office**

- Front desk duties are checking students in or out, scheduling, canceling appointments, answering phones, rooming patients, processing their intakes and any additional paperwork, following office protocol. Understand and follow oral and written direction. Operate a variety of office machines including a computer and scanner. (100 %)
- When processing claims [SISC injury} I make sure all paperwork is completed and signed with their health insurance information. I then upload the claims into PyraMed and then scan it to Stella [Ponce DAIII]. Then I confirm with Stella if she received the email and get confirmation that she emailed it out the person who handles that claim. It usually take about an hour or two on claims only because we have old claims still open and pending. (25%)
- Training other student assistant in running a front office. (25%)
- Assist in supply inventory (medical and office) monitoring and administration. (25%)

- Work courteously with students and the general public on the telephone or in person.  
(25%)

As far as the club [Student Org.] goes I host; different events on campus. I recently was at the student involvement day and it was a success; which I spent 6 hours at that event. I got a lot of students to sign up who was interested in joining the club. I have to say we spend 20-25 [off the clock] hours a week working with the club and hosting different events. I maintain calendars, schedules of activities, meetings and budget preparation. I coordinate activities with the public and outside agencies. I also go to different classes and convey to the student about our club and what we do and how to get involved. (100%).

**The different activities we are involved in each year are**

- Student convocation and now family summer bridge
- EOP&S orientation speech
- De-stress fest
- Student involvement day
- Vet fest day
- Know your risk [community action STD partnership]
- Project best
- National voter [non-partisan, voluntary]
- Tobacco free coalition
- Hackathon [Public Health Science sponsored]
- Health fair