Job Title/Department: Front Desk Student Assistant

Compensation: African American/Black Student Success Center student assistants will work 10-15 hours weekly. Pay is $13.50 per hour. Student Assistants will get event programming experience and learn valuable customer service skills.

Employment Period: The appointment is on a semester basis; qualified candidates who perform as expected will be renewed for an additional semester.

Application Information:
- Submit your application by no later than deadline: Wednesday, May 16, 2018, by 11:59pm. A resume is also required for the Front Desk Assistant position. Your resume will be uploaded in the google doc that you will submit your application at. Applications will be time stamped online and late submissions will not be accepted.
- Only applicants selected for an interview will be contacted within two (2) weeks after the application period has closed.
- If you have any questions about this position, please call EOP at (408) 924-5106 or email at Paula.Powell@sjsu.edu
- Online application information can be found at: http://www.sjsu.edu/africanamericanblackssc/

Job Description

The front desk is the most visible part of center. The Front Desk Student Assistant, supervised by the Center Director, is responsible for assisting students with their needs and answering questions about the center, resources, tracking student traffic. The front desk student assistant is also responsible for the organization and cleanliness of the Front Desk and Center

Customer Service
1. Serve as primary point of contact for students, faculty, staff and visitors for routine questions regarding various aspects of the center
2. Facilitate the check-in process for student.
3. Ensure that the center remains a safe and quiet place for students to study.
4. Demonstrates the highest level of courtesy and acumen to all students and visitors to the Center

Event Management
1. Assist in planning, developing and implementing various events.
2. Help track master calendar events.
3. Help book rooms, catering and other materials for special events.

General Operations
1. Serve as a primary resource for the students regarding various campus programs.
2. Ensure the centers operations run smoothly by facilitating clear communication between students and the center’s staff.
3. Available to staff meetings and training.
**Minimum Qualifications**

1. Must have prior front desk, reception or equivalent experience and the ability to work in a team environment or independently.
2. Must have at minimum part time status and be enrolled in at least six (6) units at SJSU.
3. Must be in good academic and judicial standing with San Jose State University with a minimum GPA of 2.75.
4. Must have a good understanding of the mission and work of the center and/or student services within higher education.
5. Ability to work with diverse student populations Superior written and verbal communication skills, including strong phone manners.
6. Exemplary customer service skills in a fast paced environment.
7. Ability to organize and accurately process a high volume of information with a strict attention to detail in a short period of time.
8. Strong knowledge of Microsoft Word, Excel, and Google Docs as well as ability to use and understand databases.
9. Strong organizational and programming skills, attention to detail, ability to reason logically, draw valid conclusions and make appropriate recommendations.