## Position Title:

| Front Desk/Wellness Lounge - Student Assistant |

## Compensation:

- $15.00/hr; Excellent leadership development and personal growth opportunities; training in customer service, programming, creating inclusive environments, wellness practices, various computer software, A/V technology.

## Employment:

- Seeking coverage for front desk between 9am-5:30pm; approx. 10-20 hrs/week.
- Some evening and weekend hours may be available.
- May be expected to attend all or part of staff retreats (once a semester).
- Appointment is on a semester basis; qualified candidates who perform as expected will be renewed for additional semester(s).

## Application Process:

- Submit resume with brief cover letter indicating why you are interested in this position, days and times that you are available, and a copy of your class schedule to: Kenny Ma in the Wellness Lounge, Student Wellness Center, rm. 101.
- Complete 30-minute interview on assigned date (only top candidates will be invited for interview).
- Open immediately and until all positions are filled.

## Position Description:

| Overview:

This position will primarily cover the front desk in the Wellness Lounge, located in the new Student Wellness Center. The position reports to the Assistant Director, Wellness and Health Promotion.

| Duties:

1. Provide exceptional customer service to all individuals who visit the Wellness Lounge.
2. Assist students who are interested in utilizing the condom co-op.
3. Support programming in the Wellness Conference Room.
4. Assist students with accessing the massage chair(s), light therapy, and other wellness services.
5. Cover tabling/outreach efforts outside of the building as needed.
6. Maintain organized and clean environment behind the desk and in the Wellness Lounge.
7. Answer phones and respond to emails while upholding WHP values related to customer service.
8. Enforce established policies and rules within the Student Wellness Center/Wellness Lounge.
9. Alert professional staff to any concerns related to security, safety, & well-being of the community.
10. Other duties as assigned.

| Minimum Qualifications:

1. Demonstrated verbal and written communication skills with a strong customer service orientation.
2. Proven ability to multi-task in a fast-paced environment.
3. Understanding and appreciation of the rich diversity of cultures and identities that help to define SJSU; ability to use inclusive language and integrate social justice practices into daily work.
4. Competency using computers to accurately log and track data, complete projects (Word, Excel, Google Docs), and support social media.
5. Ability to work as part of a cohesive team.
6. Ability to learn and adhere to laws and regulations unique to a health environment related to confidentiality (HIPAA, Title IX, etc.)
7. Must be enrolled in at least six units and be in good academic (minimum GPA is 2.75) and judicial standing with SJSU.