



**Job Title: Student Services Intern**

**Department: Student Services**

**Reports to (Position): Student Services Manager**

**Location: Campbell, CA**

**Supervisory Responsibilities: None**

**Position Summary:**

The Student Service Intern will assist the Student Services Team in serving students, faculty, and university staff. The intern is responsible for significant aspects of operation and outreach to students. They will become familiar with university policies and provide students with basic procedural information and perform other specialized tasks. This is accomplished by working closely with the Student Services Team through shadowing and hands-on experience.

**Key Objectives for this role:**

- Learn proper styles of advising a diverse student body.
- Provide academic advising to students from diverse backgrounds, and answer questions by phone and email.
- Support student retention and achievement by tracking, At-Risk, Leave of Absence, and Re-Entry students.
- Keep record of student interactions by logging notes in our student database system (Salesforce).
- Proactively contact students for non participation to ensure students' success.
- Analyze attendance reports and assess student progress using our Learning Management System (Blackboard).
- Respond to Student emails regarding schedules, books, transcripts, tech support, and financial aid.
- Participate in meetings and gain knowledge about department procedures and university policies.
- Other duties as assigned

**The ideal candidate will have:**

- Current student in a Master's program for Social Science, Education, or closely related field. Must have a strong commitment to education and student success
- Experience working with diverse populations.
- Excellent written and verbal communication skills.
- Ability to adapt to new and rapidly changing situations.



- Demonstrated integrity and commitment to the highest ethical standards when interacting with students, faculty and staff.
- Critical problem solving skills, enthusiasm and commitment
- Able to perform multiple tasks while attending to details
- Comfortable with web-based technologies and experience with one or more Learning Management Systems a plus

**About HotChalk:**

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**To apply:**

Please submit your resume and cover letter to: [hajera.karim@hotchalk.com](mailto:hajera.karim@hotchalk.com)