

<b>Job Title/Department:</b>	<b>Alumni Connect and Student Outreach Graduate Intern for the Educational Opportunity Program, San José State University</b>
<b>Compensation:</b>	EOP Graduate Interns will work 10 hours weekly. Pay is \$13 per hour.
<b>Employment Period:</b>	The appointment is on a semester basis; qualified candidates who perform as expected will be renewed for an additional semester.
<b>Application Information:</b>	<ul style="list-style-type: none"> <li>▪ <b>The online application deadline is: Thursday, October 27th, 2016, by 5:00pm. Applications will be time stamped and late submissions will not be accepted.</b></li> <li>▪ <b>Email cover letter and resume to Jesus Jimenez at: <a href="mailto:jesus.jimenez01@sjsu.edu">jesus.jimenez01@sjsu.edu</a> no later than Thursday, October 27th at 5:00pm. Applications will not be reviewed or considered without a cover letter and resume.</b></li> <li>▪ Only applicants selected for an interview will be contacted for an interview date/time.</li> <li>▪ <b>The tentative start date for the position is Monday, November 7th, 2016.</b></li> <li>▪ If you have any questions about this position, please call EOP at (408) 924-2637 or email <a href="mailto:jesus.jimenez01@sjsu.edu">jesus.jimenez01@sjsu.edu</a></li> <li>▪ The online application and information can be found on the EOP website at: <a href="http://www.sjsu.edu/eop/current-students/jobs">http://www.sjsu.edu/eop/current-students/jobs</a></li> </ul>

**Job Description**

The EOP Alumni Connect and Student Outreach Graduate Intern is responsible for assisting EOP alumni students with post-graduation needs and providing resources. The graduate intern is also responsible for the coordination for all on and off campus visits for EOP. The person in this role should be familiar with all aspects of EOP and the Guardian Scholars Program and will occasionally be expected to present and attend outreach events. Additional tasks and responsibilities below:

**Alumni Connect Program**

1. Field routine questions on the phone, email, and in person regarding the EOP Alumni Connect program.
2. Provide accurate and complete information to EOP alumni and current EOP students.
3. Serve as a point of contact for the EOP Alumni Connect program.
4. Meet with EOP alumni students to provide resources and referrals to available campus and community resources and services.
5. Maintain campus and community resource database resources to assist EOP alumni.
6. Maintain Alumni Connect social network websites and correspondence, including weblog.
7. Responsible for development and distribution of the EOP Fall and Spring Alumni Newsletter.
8. Assist EOP staff in developing alumni focused event programming.

**EOP Student Outreach**

1. Possess good communication and presentation skills.
2. Ensure presentations are up-to-date with the most accurate department and program information.
3. Respond to all presentation and outreach requests received via google request form and email.
4. Secure room reservations, presenters, and student panel for on campus visits.
5. Maintain presentation calendar with on and off campus visits as well as presenters.
6. Correspond with requesters regarding all aspects of EOP campus visit and or outreach.
7. Keep inventory of promotional items, giveaways, and brochures for presentation and outreach purposes.
8. Develop and facilitate thorough training for student staff presenters.

**General Responsibilities**

1. Maintain accurate records and case notes of student contact.
2. Maintain clear communication between EOP alumni and staff.
3. Attend and participate in staff meetings, trainings, and one-on-one meetings with EOP graduate intern supervisor.
4. Report any concerns to EOP graduate intern supervisor.
5. Other duties as assigned.

**Minimum Qualifications**

1. Must be in at least their second year of a graduate program at SJSU and be enrolled in at least six (6) units at SJSU.
2. Must be in good academic and judicial standing with San Jose State University with a minimum graduate GPA of 3.0.
3. Must have prior front desk, reception or equivalent experience and the ability to work in a team environment or independently.
4. Must have a good understanding of the mission and work of EOP and/or student services within higher education.
5. Ability to work with diverse student populations and acquire knowledge of the specific needs of historically low-income and educationally disadvantaged students.
6. Superior written and verbal communication skills.
7. Exemplary customer service skills in a fast paced environment.
8. Ability to organize and accurately process a high volume of information with a strict attention to detail in a short period of time.
9. Strong knowledge of Microsoft Word, Excel, and Google Docs as well as ability to use and understand databases.
10. Strong organizational and programming skills, attention to detail, ability to reason logically, draw valid conclusions and make appropriate recommendations.
11. Be responsive to all work related communication in a timely manner.
12. Prior experience working in an academic setting with students.
13. Ability to articulate and disseminate detailed information.