

Job Title/Department:	Pre-Advising Graduate Intern for the Educational Opportunity Program, San José State University
Compensation:	EOP Graduate Interns will work 10 hours weekly. Pay is \$13 per hour.
Employment Period:	The appointment is on a semester basis; qualified candidates who perform as expected will be renewed for an additional semester.
Application Information:	<ul style="list-style-type: none"> ▪ Online application is deadline is: Friday, September 4, 2015, by 5:00pm. Applications will be time stamped and late submissions will not be accepted. ▪ Email a cover letter and resume to Diana Rubio at: diana.rubio@sjsu.edu by no later than Friday, September 4th at 5pm. Applications will not be reviewed or considered without a cover letter and resume. ▪ Only applicants selected for an interview will be contacted within two (2) weeks after the application period has closed. ▪ Interviews will occur on Thursday, September 10, 2015. ▪ The start date for the position is Monday, September 14, 2015. ▪ If you have any questions about this position, please call EOP at (408) 924-2637 or email at diana.rubio@sjsu.edu ▪ Online application information can be found at: bit.ly/fall2015eopintern or on the EOP website at: http://www.sjsu.edu/eop/students/Jobs

Job Description

The EOP Graduate Intern, supervised by an EOP Academic Advisor, is responsible for assisting EOP students with their needs and answering questions about the EOP program and the university. The EOP Graduate Intern is also responsible for the gathering and dissemination of community resources.

Customer Service

1. Welcome EOP students and visitors by greeting them warmly.
2. Field routine questions on the phone and in person regarding various aspects of EOP when sitting at the front desk (as needed).
3. Provide accurate and complete information to EOP students and the community.
4. Serve as a point of contact for the EOP front desk regarding EOP questions.

Pre-Advising

1. Meet with EOP students on a drop-in basis regarding but not limited to the clarification of EOP requirements, and SJSU policies and procedures.
2. Assist students with academic skill building (time management, study skills, stress management).
3. Refer students to appropriate advising resources (major advising centers, AEC, CAPS)

Community Resources

1. Compile and maintain various resources regarding housing options, food, jobs, financial literacy, counseling, etc.
2. Research and add resources to existing resource list.
3. Meet with students in regularly scheduled and drop-in appointments to provide resources.
4. Refer students to campus and community resources and services as needed.
5. Pre-screen students to receive Cal Fresh and Emergency Housing Assistance.

General Responsibilities

1. Maintain accurate records and case notes of student contact.
2. Maintain clear communication between EOP students and staff.
3. Attend and participate in all staff meetings, trainings, and one-on-one meetings with the EOP Graduate Intern supervisor.
4. Report any concerns to the 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 3.00.
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.