

**Fall 2015 EOP Operations Intern
Position Description and Application Process**

Job Title/Department:	Operations 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 Anna Wisholek at: anna.wisholek@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: anna.wisholek@sjsu.edu ▪ Online application information can be found at: bit.ly/fall2015eopinternop or on the EOP website at: http://www.sjsu.edu/eop/students/Jobs

Job Description

The EOP Operations Intern, supervised by the EOP Program Specialist and Guardian Scholars Program Coordinator, is responsible for assisting with the administrative and outreach needs of EOP. The Operations Intern will work closely with outreach, admissions, and budget.

Outreach

1. Book EOP and Guardian Scholars presentations on and off campus at the request of school or organization.
2. Maintain google doc with presentation requests.
3. Maintain contact, follow-up, and correspondence with requestor until the day of presentation.
4. Work with designated EOP staff member to book rooms for presentations.
5. Compile and send out information packets regarding EOP to requestors.
6. Maintain a calendar of on and off campus events and presentations.

Admissions

1. Review spreadsheets and other corresponding documents for application completeness and communicate missing items (letters of recommendation, FAFSA, etc.).
2. Check prospective EOP student application status and report to student as necessary.
3. Data entry of EOP application components.
4. Data entry for EOP final admission decisions.
5. Manage all mailing components of decisions letters including mail merge, envelope stuffing, and mailing letters to students.

Budget

1. Filing, copying scanning confidential documents.
2. Organizing shared drive electronic documents.
3. Data entry.

General Responsibilities

1. Maintain clear communication with the EOP Operations Intern supervisors.
2. Pay close attention to detail and ask questions for understanding.
3. Attend and participate in all staff meetings, trainings, and one-on-one meetings with the EOP Operations Intern supervisors.
4. Maintain positive working relationships with on and off campus partners.
5. Report any concerns to the EOP Operations Graduate Intern supervisors.
6. 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.