Job Title/Department: Front Desk Student Assistant for the Educational Opportunity Program, San José State University

Compensation: EOP student assistants will work 10-15 hours weekly. Pay is $15.25 per hour. Student Assistants will get event programming experience and learn valuable customer service skills.

Employment Period: The appointment is on a semester basis; qualified candidates who perform as expected will be renewed for an additional semester.

Application Information: Submit your application/resume by no later than deadline: Friday, March 20, 2020, by 11:59pm. Please complete the entire application and submit your resume in order to be considered for the EOP Front Desk Student Assistant Position, by the deadline. Applications will be time stamped online and late submissions will not be accepted.

A resume is required, please email your resume in PDF format only to anna.wisholek@sjsu.edu by the deadline of Friday, March 20, 2020, by 11:59pm.

Only applicants selected for an interview will be contacted the week of 3/23-3/26.

Interview dates: 4/6, 4/7, and 4/9.

If you have any questions about this position, please call EOP at (408) 924-2637 or email at anna.wisholek@sjsu.edu

Job Description

The EOP front desk is the most visible part of EOP. The Front Desk Student Assistant, supervised by the EOP Director, is responsible for assisting EOP students with their needs and answering questions about EOP and the campus. The front desk student assistant is also responsible for the organization and cleanliness of the EOP Front Desk and Lounge.

Customer Service
1. Serve as primary point of contact for students, faculty, staff and visitors for routine questions regarding various aspects of EOP.
2. Assist students with creating Advisor appointments and appointments with other EOP staff as needed.
3. Facilitate the check-in process for student attendance at EOP workshops.
4. Ensure that the EOP Lounge remains a safe and quiet place for EOP students to study.

Event Management
1. Assist in planning, developing and implementing various EOP events.
2. Help track master calendar events.
3. Help book rooms, catering and other materials for special events.

General Operations
1. Serve as a primary resource for the EOP students regarding various campus programs.
2. Ensure EOP operations run smoothly by facilitating clear communication between students and EOP staff.

Minimum Qualifications
1. Must have prior front desk, reception or equivalent experience and the ability to work in a team environment or independently.
2. Must have at minimum part time status and be enrolled in at least six (6) units at SJSU.
3. Must be in good academic and judicial standing with San Jose State University with a minimum GPA of 2.75.
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, including strong phone manners.
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. Strong knowledge of Microsoft Word, Excel, and Google Docs as well as ability to use and understand database.
9. Strong organizational and programming skills, attention to detail, ability to reason logically, draw valid conclusions and make appropriate recommendations.