

Job Title/Department:	EOP Front Desk Undergraduate Student Assistant
Compensation:	EOP student assistants will work 8-15 hours weekly. Pay is \$17.55 per hour. Student Assistants will gain 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.

Job Description

The EOP Student Assistant, supervised by the EOP Lead Academic Advisor, is responsible for providing excellent customer service at the EOP front desk.

Customer Service

1. Serve as a primary point of contact for students, faculty, staff and visitors for routine questions regarding various aspects of EOP.
2. Assist students with creating academic advising appointments.
3. Provide resources and direction for students, faculty, staff and visitors to Clark Hall.
4. Manage front desk phone lines and the EOP lounge area.

General Operations

1. Serve as a primary resource for the EOP students and other students, faculty, staff, and visitors regarding various campus information and resources.
2. Ensure EOP front desk and lounge space are clean, organized, and functional.
3. Receive, organize, and disburse mail deliveries for EOP and other departments within Student Success
4. Serve as EOP event staff as needed.
5. Provide administrative support to professional EOP staff as needed.

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 be enrolled as an undergraduate student at SJSU and registered for at least six (6) units.
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 EOP services/ requirements and other campus resources
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.
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 authorized to work in the U.S.