



The Student Center for Academic Achievement (SCAA) RECEPTIONIST APPLICATION

Student Center for Academic Achievement (SCAA) Overview:

Since 2001, the Student Center for Academic Achievement (SCAA) at California State University, East Bay (CSUEB) has provided tutoring and supplemental academic services for over 2,000 students a year. The heart of SCAA's work is a dedicated staff of peer tutors, online tutors, Supplemental Instruction (SI) Leaders, Writing Associates (WAs), and Receptionists. We are looking for individuals who are interested in helping their peers engage in life-long learning; possess patience and good communication skills; are sensitive to diverse student needs; are reliable, committed, and accountable; are willing to creatively and collaboratively contribute to SCAA's development; and are interested in becoming a part of a community that is passionate about student success.

Receptionist Responsibilities:

- Participate in an intensive orientation and attend staff meetings throughout the year
- Commit to between 5 and 8 hours per week
- Greet students and other campus staff entering the SCAA and schedule enrolled students using TutorTrac.
- Receive and respond to incoming calls, take clear and accurate messages, and call students regarding scheduling appointments whenever necessary.
- Maintain front desk documentation and records
- Maintain continuity in work flow by documenting and communicating actions, irregularities, and continuing needs
- Assist with other duties, including flyer posting, mailing, photocopying, and errands
- Use talents to assist in SCAA's development and operations in areas such as publicity

Requirements:

- Must possess Federal Work Study (FWS) grant from the Federal government.
- Good communication skills
- Customer service experience/personality
- Must be detail oriented
- An ability to interact effectively with diverse populations in individual or group settings
- A completed application (attached)

Pay Rates and Other Perks:

- Receptionists are paid \$11.00 an hour.
- Receptionists are paid for all activities outlined in the "Receptionist Responsibilities" section.
- Receptionists become a part of the SCAA Learning Community, a group of passionate and fun peers, and are invited to several SCAA social activities.

Contact Information

Mercedita Santiago | mercedita.santiago@csueastbay.edu | 510.885.4459

Application Instructions:

Please fill out the attached application. Submit the full application in person at the SCAA on the second floor of the University Library or e-mail to the SCAA Office Manager, Mercedita Santiago. If selected for an interview, you will be contacted by phone and by e-mail.

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**Student Employment Application for
The Student Center for Academic Achievement
(SCAA)**



Student Center for Academic Achievement

Application Position: Math/Stats Tutor Writing Tutor Science Tutor SI Leader Receptionist

Name: _____ Date _____

Preferred Pronoun (He/She/They): _____ Ethnicity (optional): _____

Multilingual? Yes No If Yes, what language(s) do you speak? _____

Preferred email: _____

Phone number, most accessible: _____

Do you receive college work study funds (FWS)? Yes ___ No ___ How much? _____

EDUCATION:

Major: _____ Minor: _____

Academic Status: Freshman Sophomore Junior Senior Graduate

Educational Experience:

College	Dates Attended	GPA	Degree

Expected Graduation Gate (Quarter, Year): _____

Hours available to work per week: _____

Other than class, do you have any other obligations (other on-campus jobs, other off-campus jobs, clubs, etc.)? If so, how many hours is your commitment?

How did you find out about this opportunity? _____

This section will be filled out by our staff members if you are invited to an interview:

Last 4 digits of SS No. _____ Net ID _____

US Citizen: Yes No If No, does student have a Work Permit? Yes No

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Mercedita Santiago | mercedita.santiago@csueastbay.edu | 510.885.4759

1. Briefly describe your general customer service experience (answering telephone etc...)
2. List your specific work experience in customer service. Include dates and length of time employed.
3. Please list your computer skills.
4. The SCAA is a busy center with a diverse student population. Describe the skills you possess that will help you manage the requirements of the job.

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