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 supporting 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 Bay Advisor.
• 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:
This position is an on-campus position, however, due to COVID and to prevent the spread of the virus, you will temporarily be working remotely until further notice. The remote work arrangement is subject to change at any time so please be prepared to work on campus when notified.

• 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 $15.00 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
Dr. Shonda Goward  |  scaa@csueastbay.edu
**Application Instructions:**

Please fill out the attached application. Submit the full application via email to scaa@csueastbay.edu If selected for an interview, you will be contacted by e-mail.

**Equal Opportunity Employer**

As an Equal Opportunity Employer, Cal State East Bay does not discriminate on the basis of any protected categories: age, ancestry, citizenship, color, disability, gender, immigration status, marital status, national origin, race, religion, sexual orientation, or veteran’s status. The University is committed to the principles of diversity in employment and to creating a stimulating learning environment for its diverse student body.
Student Employment Application for
The Student Center for Academic Achievement (SCAA)

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:

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<th>College</th>
<th>Dates Attended</th>
<th>GPA</th>
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Expected Graduation Gate (Quarter, Year): ____________________________

Hours available to work per week: __________

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 □