



## **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](mailto: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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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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