



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 mandatory 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:

- 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 \$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.

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. **If selected for an interview, you will be contacted by phone and by e-mail.**

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 (Semester, 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

Contact Information

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

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.

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.

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Receptionist Name: _____

AVAILABILITY

PLEASE PUT A “Y” ON HOURS YOUR CAN WORK and “C” on the times you are in class.

When you give us your proposed hours, we will expect you to be available during those times **throughout the semester**. A weekly schedule will be emailed every Friday.

PLEASE PUT A “Y” ON HOURS YOU CAN WORK and “C” on those hours you’re in class.

	Monday	Tuesday	Wednesday	Thursday	Friday	Sunday
9:00-10:00						
10:00-11:00						
11:00-12:00						
12:00-1:00						
1:00-2:00						
2:00-3:00						
3:00-4:00						
4:00-5:00						
5:00-6:00						
6:00-7:00						
7:00-8:00						

The number of hours that you would like to work

Also remember that in case you need time off, we appreciate it if you attempt to find a replacement first and inform us who will cover your time. If you do not find a replacement, please let Ditas know. We appreciate your cooperation.

Notes (potential vacations, anticipated absences, other jobs we should be aware of, etc.):

Note: _____

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