The Student Center for Academic Achievement (SCAA)
2015 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 content 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, Peer-Led Undergraduate Study (PLUS) Leaders, Graduate Writing Associates (GWAs), and Receptionists. We are looking for individuals who are interested in helping their peers engage in life-long learning; are willing to creatively and collaboratively contribute to SCAA’s development; possess patience and good communication skills; are sensitive to diverse student needs; are reliable, committed, and accountable; and are interested in becoming a part of a community 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 $9.00 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:

Contact Information
Mercedita Santiago | mercedita.santiago@csueastbay.edu | 510.885.4459
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.
Application Position: Math/Stats Tutor ___ Writing Tutor ___ PLUS Leader ___ GWA ___ Receptionist ___

Name: ________________________________ Date _____________________

Gender: Male ___ Female ___ Other ___ Last 4 digits of SS No. _____________ Net ID ______________

US Citizen: Yes ___ No ___ If No, do you have a Work Permit? Yes ___ No ___

Ethnicity (optional): ____________________________________________________________

Multilingual? Yes ___ No ___ If yes, what language(s) do you speak? _____________________________

Preferred email: __________________________________________________________________

Phone number, most accessible: _______________________________________________________

Current Address: ___________________________________________________________________

City: ____________________________, CA  Zip: _____________

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>Relevant Professional/Volunteer Experience:</th>
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<th>Institution/Organization</th>
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Earliest date available for employment: ____________
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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.

5. Other than class, do you have any other obligations (2nd job, club/organization, etc)?