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.
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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<tr>
<th>College</th>
<th>Dates Attended</th>
<th>GPA</th>
<th>Degree</th>
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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 | 510.885.4459
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.