SCAA RECEIPTIONIST POSITION DESCRIPTION

The mission of the Student Center for Academic Achievement (SCAA) is to provide CSUEB students with individual and collaborative learning opportunities within an inclusive environment fostering independent growth. The SCAA strives to cultivate adaptability, self-direction, and self-confidence through peer-to-peer support programs. SCAA services help students set achievable goals, develop academic skills, and improve subject comprehension. More about us

The heart of the SCAA’s work is a dedicated staff of peer tutors, online tutors, Supplemental Instruction (SI) Leaders, Writing Associates (WAs), and Receptionists. The SCAA employs 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 the advancement of the SCAA; and are interested in being a part of a community that is passionate about student success.

Receptionist Responsibilities:

- Provide high-quality customer service; greet all SCAA team members, students, staff/faculty, and visitors entering the SCAA
- Schedule enrolled students using Bay Advisor; utilize Bay Advisor to send messages to students who are referred to the SCAA for support
- Receive and respond to incoming calls and emails, take clear and accurate messages, and call students regarding scheduling appointments, when necessary
- Maintain accurate front desk documentation and records
- Maintain continuity in workflow by documenting and communicating actions, irregularities, and continuing needs
- Manage SCAA spaces, including but not limited to cleanliness, access requests, and calendar updates
- Assist with marketing and outreach-related efforts, including but not limited to flier postings, tabling efforts, photocopying projects, and campus errands
- Use talents and perspectives to assist in the advancement of the SCAA’s presence on campus and department operations

Minimum Qualifications*:

Applicants must...

- commit to a minimum of 5 hours per week
- be available to work in-person in the SCAA (some reception duties do take place on Zoom, depending on organizational needs)

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- be enrolled as an undergraduate or graduate student at CSUEB for the academic year (minimum eligibility for hire is 6 undergraduate units or 4 graduate units)
- possess strong communication skills
- be detail-oriented
- have an ability to interact effectively with diverse populations in individual or group settings
- submit a complete application (more details under “Application Procedures”)

*Exceptions to minimum eligibility requirements granted at the discretion of the University.

Preferred Qualifications:
- Previous customer service experience is desirable, but not required

Additional SCAA Community Expectations:
- Engage in a continuous training process, including, but not limited to:
  - SCAA Orientation (pre-semester; all student employees)
  - Monthly Training Meetings on Fridays (all student employees)
  - Regular check-ins with Coordinators/Supervisors

Compensation and Benefits:
- Hourly pay rate: $16.50 (starting pay rate for SCAA student assistants)
- Receptionists are paid for all activities outlined in the “Receptionist Responsibilities” section
- Receptionists are a part of the SCAA Learning Community, a group of passionate staff and peer educators, which typically includes several SCAA social activities
- Receptionists develop transferable professional skills, including communication, time management, organization, and problem-solving

Application Procedures:
Please visit the SCAA’s "Work With Us” webpage for more information and the link to the online application. Applications are accepted on a rolling basis; position open until filled.

Please note: Applicants are only contacted if selected for an interview. Selected candidates receive conditional employment offers and submit to background checks as part of recruitment.

Once you apply online, please submit the following additional documents to Brandon Everett, Administrative Support Coordinator, via email (brandon.everett@csueastbay.edu):
- A resume and cover letter

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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