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 Bay Advisor. [Note: Currently our receptions work online and in person to support the hybrid approach until the campus goes back to complete in-person programming]
- 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 workflow 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:

- 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 Noresha Brown: noresha.brown@csueastbay.edu. 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:

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Expected Graduation Gate (Semester, 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? ____________________________________________________________

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<th>This section will be filled out by our staff members if you are invited to an interview:</th>
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<td>Last 4 digits of SS No. ____________ Net ID__________________________________________</td>
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<td>US Citizen: Yes ☐  No ☐  If No, does student have a Work Permit? Yes ☐  No ☐</td>
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Contact

noresha.brown@csueastbay.edu
1. Briefly describe your general customer service experience (answering telephone etc...)

2. How do you approach time management? How would you apply that approach to working at the SCAA?

3. 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.

4. Please list your computer skills.

Contact
noresha.brown@csueastbay.edu
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.

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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: ______________________________________________________________________
________________________________________________________________________
__________________________

Contact
noresha.brown@csueastbay.edu