Under general supervision, the Student Assistant will be responsible for providing support to the EOP Office. The Student Assistant serves as the initial point of contact for students, parents and campus members visiting or calling the EOP office. Students will assist EOP staff in performing general office operations.

**Duties include, but are not limited to:**
- Assist the EOP staff in meeting the daily needs of the department.
- Greet, welcome and assist students, community and campus members who visit the EOP Office.
- Answer all incoming calls on a multiple line phone, screening calls, and transferring to appropriate staff person or department.
- Retrieve messages from voice mail and return calls
- Create folders by performing mail merges and printing labels
- Utilize Gmail and Bay Advisor to schedule appointments for department staff
- Offer clerical support (copying, typing, deliveries) to the various units within EOP
- Assist with mass mailings
- Assist staff with departmental projects and/or events
- Providing outreach services by assisting in on-campus and off-campus presentations
- Prepare flyers, pamphlets, brochures, and other materials needed for outreach events
- Support social media marketing by developing posts & following posting timelines.
- Other duties as assigned

**Minimum Qualifications:**
- A cumulative GPA of 2.5 or higher
- Possess strong communication, organizational skills, and general office experience (student service customer service experience desirable)
- Experience working with an ethnically diverse student and staff population is desirable
- Outstanding communication skills (written and interpersonal communication)
- Experience answering phones
- Experience working with computers for data entry purposes
- Experience using Microsoft Office
- Ability to work effectively in a team oriented environment
- Ability to work accurately and efficiently in a fast paced environment with minimal supervision
- Must be organized, committed, and a self-starter

**Applicants must be available the following dates:**
August 10th – 14th, 2020* (9am–5pm) for training
*Note: Subject to change

*All student staff are required to meet every 1st and 3rd Friday of the month from 1:00 -2:00 pm throughout the semester.

**EOP is an “at-will” Employer.** Federal Work Study Student enrolled at CSU, East Bay is preferred/encouraged to apply. Hours will range between 10-15 hours per week, and beginning at a rate of $14.00 per hour.

If you have any further questions regarding this position, please contact Student Equity and Success (SEAS) at seas@csueastbay.edu.

Rev. 2/2020