Under general supervision, the Office Assistant for Student Access Programs will be responsible for providing support to the EXCEL and Renaissance Scholars offices. The Office Assistant serves as the initial point of contact for student, parents, and campus members visiting or calling the Student Access Programs office. Students will assist program staff in performing general office operations to include but not limited to: answering phones, filing of confidential documents, copying, assisting with departmental mass mailings, and will act as backup support to all program staff including the Director and counselors.

Duties include, but are not limited to:
- Assist the Student Access Programs staff in meeting the daily needs of the department.
- Greet, welcome and assist students, community and campus members who visit the Student Access Programs 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
- Utilize gmail and the BayAdvisor to schedule appointments for department staff
- Assist with the filing of confidential documents
- Offer clerical support (copying, typing, deliveries) to the various units within Student Access Programs
- Assist with departmental mass mailings
- Assist staff with departmental projects and/or events
- Act as back-up support to professional staff
- Other duties as assigned

Minimum Qualifications:
- A cumulative GPA of 2.0 or higher
- General office experience (customer service experience desirable)
- Outstanding communication skills (written and interpersonal)
- Experience answering phones
- 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

Student Access Programs is an at-will employer. Must be a Federal Work Study Student enrolled at CSU, East Bay. Hours will range depending on your Federal Work Study Allocation, 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.