

<b>Job opening:</b>	EOP Front Desk Undergraduate Student Assistant for the <a href="#">Educational Opportunity Program (EOP)</a>
<b>Employment information:</b>	<p>EOP student assistants work between 8-15 hours weekly, at the pay rate of \$17.95 per hour</p> <ul style="list-style-type: none"> <li>● The appointment is on a semester (fall and spring) basis, winter and/or summer may be available</li> <li>● Student assistants are evaluated at the end of the semester, and if they receive a satisfactory evaluation, they will continue their employment into the next semester</li> <li>● Maintain a minimum SJSU cumulative GPA of 2.50 during employment</li> <li>● Be responsive to all work-related communication, attend all bi-weekly staff meetings, and maintain professional behavior</li> </ul>

The EOP Front Desk Undergraduate Student Assistant provides attentive and outstanding customer service in the reception area for the EOP department, located in Clark Hall.

**Customer Service**

1. Provide a welcoming and helping atmosphere as the primary point of contact for students, faculty, staff, and visitors
2. Identify needs, provide solutions, and respond to questions, including routine questions, directions, locating other departments on campus, and resources available at EOP and SJSU
3. Manage the front desk phone lines, and direct and transfer callers as appropriate
4. Serve as EOP event student staff as needed, and assist with set-up and clean-up of EOP-sponsored events

**Office Support**

1. Ensure that the EOP Front Desk, EOP Lounge, Conference Room, and Mentor Lounge are clean and organized
2. Receive, organize, and disburse mail deliveries for EOP and other departments within Student Success
3. Maintain an accurate inventory of EOP office supplies and promotional items
4. Provide administrative support to professional EOP staff

**Position Requirements**

1. Enrolled as an undergraduate student at SJSU and registered for at least six (6) units
2. Be in good academic standing with a minimum SJSU cumulative GPA of 2.75 at the time of interview/hire
3. Ongoing compliance with the SJSU [Student Conduct Code](#)
4. Prior front desk, reception, office, or equivalent experience
5. Demonstrated exemplary customer service skills in a fast-paced environment
6. Have a good understanding of EOP services, requirements, and other campus resources
7. Ability to work with diverse populations, and acquire knowledge of the specific needs of historically underserved students; which may include first-generation, limited-income students
8. Ability to work in a team environment or independently
9. Excellent written and verbal communication skills, including strong phone etiquette
10. Familiarity with the SJSU website and locating specific campus resources efficiently
11. Strong organizational and programming skills, attention to detail, reasoning logically, drawing valid conclusions, and making appropriate recommendations
12. Ability to organize and accurately process a high volume of information quickly with strict attention to detail
13. Have a working knowledge of Google Suite applications; Gmail, Drive, Docs, Sheets, and Forms
14. Ability to use Excel/Sheets and Word/Docs on a daily basis

*Student [Employment authorization](#) to work in the US is required within 3 days from the date of hire, with [I-9](#) compliance*