

SJSU Welcome Desk Staff Job Announcement



Peer Connections Office of Student and Faculty Success

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The latest San José State University Safety 101 Uniform Campus Crime and Security Report is available. You may request a copy of San José State University's annual safety report by contacting the University Police Department at (408) 924-2222 or by visiting the website at www.sjsu.edu/safetyreport.

Welcome Desk Staff Job Description

The primary responsibility of Welcome Desk Staff (WDS) is to provide professional customer service to the students, staff, faculty, and guests who visit Peer Connections. WDS also support the Peer Connections professional staff. WDS are expected to be flexible, work as part of a team, and take initiative as needed.

Welcome Desk Staff provide administrative support through the following activities:

- Providing professional, efficient, and friendly customer service.
- Answering questions accurately and promptly.
- Matching students' expressed and assessed needs with appropriate Peer Connections services.
- Scheduling all tutoring and mentoring appointments.
- Answering phones and directing calls/messages as needed.
- Creating and completing assigned projects.
- Assisting Peer Connections peer educators and professional staff as requested.
- Performing other duties as assigned.

In addition to possessing the desire to assist others, Welcome Desk Staff are expected to demonstrate:

- Effective oral and written communication skills.
- Accurate completion of detail-oriented tasks.
- Ability to work independently and adapt to new situations.
- Knowledge of office procedures and computer applications.
- A positive and energetic attitude.
- Ability to problem-solve and take initiative.
- Ability to prioritize tasks efficiently.
- Ability to ask for staff support and clarification when appropriate.

Qualifications:

For consideration, candidates must possess the following qualifications:

- Minimum grade point average of a 2.75 or a 2.75 for 2 semesters prior to submitting an application.
- Must be enrolled in at least 6 units as an undergraduate or at least 4 units as a graduate student.
- Strong organizational, interpersonal, and communication skills.
- Ability to work in a diverse, team-driven environment with a variety of students, faculty, and staff.
- Friendly, respectful, and professional demeanor with a positive attitude.
- Willingness to accept supervision and constructive feedback and to implement recommendations for improvement as directed.
- Making satisfactory progress towards earning a degree.
- Must be available to attend Peer Connections training on Monday, August 20th from 9-5pm.
- Must attend training meetings on designated Thursdays, 4:30-5:45pm.

(Any exceptions to the minimum eligibility qualifications can only be granted at the sole discretion of the university.)

Other Information

- The Welcome Desk Staff position is merit-based; while work study applicants are preferred, strong candidates without work study eligibility will be considered.
- Welcome Desk Staff are employed on a semester basis and contracts are subject to renewal each semester.
- The Administrative Coordinator determines the number of hours per week that Welcome Desk Staff are scheduled to work, averaging 6-12 hours per week. Exceptions to the minimum number of hours are granted only by permission from the Administrative Coordinator.
- Welcome Desk Staff must maintain an SJSU GPA of 2.75 each semester.

Compensation:

Welcome Desk Staff are paid at \$14.25/hour to start.

Application Process

When hiring for this position, applications are available at:

<http://peerconnections.sjsu.edu/employment/>

Questions about the Welcome Desk Staff position or the application process should be directed to:

- Andrea Smith, Peer Connections Administrative Coordinator
- 408-924-2546
- Andrea.Smith@sjsu.edu