



## Front Desk Receptionist

*Applicants must be able to commit to working during Summer 2018, Fall 2018 and Spring 2019 semesters. Applicants must also be able to work **at least 14 hours/week during the following hours (Spring/Fall Monday-Thursday 3:30PM - 8 PM, and Friday 10:30 AM – 2:00 PM) and at least 20 hours/week during (Summer Monday-Thursday 9:30AM – 3:00 PM)***

**Starting Salary:** \$15.00/hour

### **Job Description:**

The front desk receptionist is responsible for the day-to-day function and maintenance of CARP's tutorial services. Front desk receptionists are mainly responsible for greeting all students, answering program related questions, and addressing individual tutee's needs, and accurately inputting data into CARP's database.

Following is a list of some specific tasks all front desk receptionists must perform:

- Greet and assist students seeking tutoring services both in person and through phone calls.
- Manage, schedule, and adjust tutorial appointments utilizing Google Docs.
- Ensure that all tutees and tutors accurately sign-in on the CARP tutorial lab sign-in sheet.
- Actively enforce CARP's policies and program procedures with tutees.
- Retrieve tutee's session record folders and deliver them to the appropriate tutors.
- Input student data and tutorial session information daily into CARP's Database.
- Disburse tutorial materials and ensure the tutors return those materials to the CARP tutorial lab, which includes:
  - Handling folders containing confidential information on a daily basis.
  - Efficiently checking in and out study aid materials.
- Maintain the filing system and ensure is neat and accurately arranged.
- Maintain a safe and clean reception area.
- Communicate clearly and directly with the Front Desk Coordinator.
- Additional responsibilities as requested by the Front Desk Coordinator and Senior Program Coordinator.

### **Qualifications:**

All applicants must:

- Be a registered SFSU student.
- Have a minimum GPA of 3.0
- Have experience with customer service dealing with a large flow of people.
- Be patient, kind, and have a strong desire to help students from diverse cultural and ethnic backgrounds.
- Be comfortable and effective working in a collaborative environment.
- Be highly effective at multitasking.
- Have the capacity to manage large groups of students in a professional manner.
- Have a background in database entry and a proficient typing speed.
- Have experience with Microsoft Word and Excel.



### **Application Instructions**

In order to apply for this position, the applicant must submit the following documents in person to HSS 346 or by email to [carp.sspc@gmail.com](mailto:carp.sspc@gmail.com) (Microsoft Word or PDF files only):

- A cover letter
- A resume, which reflects skills relevant to the Front Desk Receptionist position.
- Unofficial transcripts from your entire college education.
- Student work availability form, available in our website:  
<http://carp.sfsu.edu/content/job-opportunities>
- *Strong preference will be given to applicants who can work multiple semesters.*

**Incomplete applications will not be considered!!**

### **Contact:**

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Campus Academic Resource Program  
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