Title: Student Assistant (Receptionist/Administrative Assistant)

Description
The Office of Graduate Studies (OGS) is looking for a Student Assistant to work as a Front Desk Receptionist and Administrative Assistant to support 3-4 staff members. The Receptionist/Administrative Assistant will be responsible for being the first point of contact for all guests contacting OGS for information, as well as provide extensive administrative support to 3-4 staff members.

The Student Assistant applying for this position needs to have at least 1 year of administrative experience, be highly responsible, dependable, well-mannered, and responsive to the needs of students, staff, and faculty. The Student Assistant should also be very organized, have a high attention to detail, communicate well (both verbally and in writing), be reliable, and be able to follow very detailed process instructions.

Qualifications
- 1-2 years of current or recent professional experience in an office environment, preferably as an Administrative Assistant and/or Receptionist.
- CSUF current master's degree student in any discipline.
- Must be in good academic standing (3.00 Grad GPA or higher).
- Must have at least 12 months remaining in their master's degree program.
- Excellent communication skills and strong phone etiquette.
- Excellent computer skills.
- Experience with Microsoft Office (Word, Excel, and Outlook) and Adobe Acrobat.
- Experience with Access is preferred, but not required.
- Ability to follow detailed written process instructions.
- Ability to multi-task and be self-motivated.
- Be able to lift up to 25 pounds.
- Must have a warm and friendly demeanor, while maintaining a high level of professionalism.
- Must remain calm under pressure.

Duties
- Under direction of OGS Staff, performs daily high volume administrative tasks (data entry, forms processing, mass mailings, copying, collating, heavy filing, appointment scheduling, and stats tracking) associated with OGS activities related to: graduate student affairs, programs and curriculum, enrollment, university policies, scholarship programs, study plan evaluations, and graduation checks.
- Effectively answers questions via telephone, email, and in-person pertaining to OGS topics, such as: general interest in graduate school, admissions, registration, leave of absence, GRAD 700 enrollment, Thesis/Dissertation submittals, awards/scholarships, workshops, events, tutoring, and graduation.
- Greets in-person visitors for OGS and is the first point of contact for all guests.
- Various other tasks as assigned.

Work Schedule & Start Date
- 10-15 hours per week during regular semesters (fall/spring). Up to 20 hours per week during the summer and/or winter breaks.
- Student should be available to work Monday through Friday, 8 a.m. to 5 p.m. Actual days and hours will be determined every semester, per mutual agreement.
- Target start date: As soon as possible (actual date per mutual agreement).

Application Deadline & Submittal Instructions
- Last day to apply is 5PM, Monday, October 14, 2019.
- Submit application (including answers to questions), resume, and a letter of recommendation to: Office of Graduate Studies, MH-112 (McCarthy Hall) OR gradstudiesrecept@fullerton.edu
(Please note incomplete packets will NOT be considered.)
STUDENT ASSISTANT APPLICATION

In order to be eligible, applicants must be enrolled in a CSUF graduate program and have a minimum 3.0 Graduate GPA.

A. APPLICANT INFORMATION

Name: ___________________________  CWID: ___________________________
Address: ___________________________  Phone: ___________________________
City, State: ___________________________  Zip Code: ___________________________
E-mail Address: ___________________________  Gender: Male  Female
Degree Program: ___________________________  Graduate GPA: ___________________________
Have you applied for a Graduation Check? Yes  No
Semester and year you anticipate receiving your master’s degree: ___________________________
Name of faculty member writing letter of recommendation: ___________________________
Availability (Please fill in specific time frames you are available to work during Spring 2018, e.g. 8 am – 10 am, etc.)

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Date you are available to start work: ___________________________
Do you currently work on-campus? Yes  No

Job Placement (Please circle the areas that interest you.)

Event Planning  Social Science Research Methods  Graphic Design
Writing/Editing  General Administrative Support
Public Relations/Marketing  Computer Skills (programming, web design, database management)

Languages other than English:

ALL MATERIALS MUST BE SUBMITTED TO THE GRADUATE STUDIES OFFICE (MH-112)
For more information, contact gradstudiesrecept@fullerton.edu or (657) 278-2618.
B. REQUIRED MATERIALS

Attach your resume, a response to each of the two questions below (1 page maximum per question, for a total of 2 pages maximum), and a letter of recommendation (faculty member or other person that has worked with you in the past).

1. Please describe any experience you have had in these areas: general administrative tasks (forms processing, mass mailings, copying, collating, filing, and stats tracking), customer service, and providing staff support.

2. Describe any challenges you have encountered in the pursuit of your education.

By signing and dating below, I affirm that the information given above is correct.

_________________________________________  ______________
Applicant Signature  Date