Job Title: Student Office Assistant
Position Department: Computer Services Center, Associated Students, SJSU
Status: Student Assistant, Part-Time
Supervisor: A.S. Operations Coordinator and Systems Administrator

Position Purpose

The Student Office Assistant is responsible for providing service to the students of San Jose State University in the Associated Students Computer Services Center (ASCSC). Student Office Assistants will be the primary contact for customer service and handling administrative duties within the ASCSC.

Essential Duties and Responsibilities
(Other duties may be assigned)

1. The Student Office Assistant is required to be able to interact and assist SJSU students who visit the Associated Students Computer Services Center in a polite, efficient, and effective manner. Good customer service interaction at the services counter and in the lab is essential to this position.
   Priority Weight Assigned: 25%

2. The Student Office Assistant must be comfortable handling cash and inventory. Daily documentation is required for inventory and for any discrepancies while responsible for the cash register at the services counter.
   Priority Weight Assigned: 20%

3. The Student Office Assistant will be the primary contact for most services provided at the ASCSC. Printing, copying, scanning, student registration, and equipment rentals and sales are major services that will be handled by the Student Office Assistant. The laptop rental program is another service that will be a major responsibility for the Student Office Assistant. This includes, checking out the laptop, inventorying the functionality of the laptop when checking out and upon return of the laptop, collecting the required charges, and cloning the laptop back to its original configuration. Additional administrative responsibilities such as memo writing, filing, and answering the main ASCSC phone line in a polite and professional manner are also required duties.
   Priority Weight Assigned: 30%

4. Daily maintenance of the ASCSC is a major duty. This includes removal of garbage bags, vacuuming, organizing, cleaning and dusting.
   Priority Weight Assigned: 20%
5. Cross training and attending training sessions within the department as well as within Associated Students is required.
   Priority Weight Assigned: 5%

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty and responsibility satisfactorily.

Knowledge skills and abilities

1. Must be a San Jose State University student who is qualified to work.
2. Must have excellent customer service and interpersonal skills.
3. Required to have working knowledge of Microsoft Word and Excel. Experience with Adobe Photoshop, Acrobat, and Microsoft Power Point are preferred.
4. Requires excellent verbal and written communications skills.

Education and/or experience

1. Currently enrolled as a San Jose State University student

Guidelines

This position is not exempt from the provisions of Section 1 of the California Industrial Welfare Commission Orders.

Salary Range: Stage 1: $8.00 - $10.00 hourly

May 20, 2004