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**POSITION PURPOSE**
Under the direction of the Print Shop supervising staff, the Counter Clerk performs a variety of functions (as listed below) related to the daily operation of the Print Shop.

**ASSOCIATED STUDENTS**
Associated Students’ (A.S.) mission is to support and represent the students of San José State University by continuing the organization’s legacy of student advocacy and leadership; to enhance SJSU students’ education through high quality programs and services; and to prepare students as they move towards a thoughtful and purposeful life after graduation.

A.S. is a non-profit auxiliary corporation serving the students of San Jose State University whose primary source of funding is from mandatory student body fees. A.S. Departments include the Cesar Chavez Community Action Center, Child Development Center, General Services Center, Human Resources, Information Technology, Events, Marketing, Print & Technology Center, Student Government, and Transportation Solutions.

**EDUCATION / EXPERIENCE**
- Must be a current matriculated SJSU student

**PRIORITY WILL BE GIVEN TO STUDENTS WITH THE FOLLOWING AVAILABILITY:**
- Monday, 8:00am – 12:00pm
- Tuesday, 11:00am – 6:00pm
- Wednesday, 8:00am – 12:00pm
- Thursday, 10:00am – 2:00pm
- Friday, 8:00am – 4:00pm

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

I. **Print Shop Service Counter (80%)**
   - Greet customers while providing excellent customer service.
   - Monitor and perform duties of the front counter. This includes operating the cash register, answering the phone, and receiving/releasing customer work orders.
   - Monitor and perform duties of the self-service area. This includes helping customers, refilling paper, changing toner cartridges, clearing jams, and refilling staplers/tape dispensers.

II. **Print Shop Facility Operations (10%)**
   - Price customer work orders.
   - Deliver completed work orders.
   - Deposit previous day’s cash bag to the GSC.
   - Get change from the GSC as necessary.
• Restock supplies.
• Perform any other related duties as required by the manager.

III. Print Shop Facility Maintenance (10%)
• Empty trash and recycling containers as needed.
• Vacuum and sweep.
• Keep the work area clean.
• Wipe down the counter and self-service areas.

KNOWLEDGE, SKILLS, AND ABILITIES:
• Ability to stand for entire length of the shift.
• Ability to work in a noisy environment.
• Ability to lift up to fifty (50) pounds.
• Ability to work effectively and efficiently in a diverse University environment.
• Ability to effectively communicate and respond to questions from managers, students, and the general public.
• Ability to follow step-by-step instructions.
• Ability to count change without the use of a calculator.
• Basic math skills.
• Basic knowledge of computers and printing.
• Critical thinking skills.
• Interpersonal skills.
• Excellent written and verbal skills.
• Excellent time management skills.
• Knowledge of and basic competency with Microsoft Office programs.

GUIDELINES
This position is non-exempt from the provisions of Section 1 of the California Industrial Welfare Commission Orders.

This position has been identified as a mandated reporter required to report the observed or suspected abuse or neglect of children, dependent adults, or elders to designated law enforcement or social service agencies. We reserve the right to make employment contingent upon completion of signed statements acknowledging the responsibilities of a mandated reporter.

This position may be exposed to sensitive or personal information and is required to comply with the requirements set forth by the Integrated CSU Administrative Manual 8000 series and Associated Students Information Security Standards as a condition of employment.

A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position within Associated Students. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current Associated Students employees who apply for the position.

Associated Students is an equal opportunity employer and will consider all qualified applicants without any regard to race, color, national origin, ancestry, religion, creed, age, disability, medical condition, sex, sexual orientation, gender identity, genetic information, marital status, military and veteran status or any other basis protected by federal, state, or local laws. If you are an individual with a disability and require a reasonable accommodation to complete any part of the application process and/or need an alternative method of applying, please email as-hr@sjsu.edu. Associated Students hires only individuals lawfully authorized to work in the United States (Public Law 99-603).

APPLICATIONS
Applicants must submit a complete application through the Associated Students applicant tracking system, ADP. Only complete applications will be considered.
DEADLINE
Application Review will be **August 13**th, 2018. The position will remain open until filled.

Click [here](#) to apply!