**Name of the position:**
Student Access Center Student Assistant

**Supervisor and department name:**
Tiffany Clark, Student Access Center, Student Services

**Contact number:**
916-525-4343

**Location/room number:**
Remote Operations from home

**Number of positions available:**
5

**Please describe the job duties:**
To be the first point of contact, handling potential, current and former student inquiries and requests by phone and email.

Serves as a resource person to students and staff while performing a variety of public contact tasks; communicates with students, staff, and other individuals to disseminate or explain information over the phone and via emails; aids students in registration and admission procedures and gives information about various student and academic services and programs, assists with website navigation, may meet with students virtually to assist with application and enrollment completion, assist with outreach calls pertaining to college and program initiatives, and other duties as assigned.

Will use PeopleSoft software to assist students. Reviews files, records, and other documents to obtain information to respond to requests. Maintains confidentiality of information and materials.

**Any specific job requirements or skills preferred (e.g. computer, filing, GPA, coursework):**
Requires reliable internet/wi-fi at home and ability to receive/make Skype phone calls. Data entry/keyboard skills preferred; good communication skills including, but not limited to, professional and clear phone skills; ability to effectively use English grammar, punctuation, and professionalism when composing emails to students; Ability to work in a team environment; Patience & Customer service skills to handle unsatisfied client; experience working with diverse populations; GPA 2.0 minimum; ability to make sound judgments and follow instructions.

All employees in Student Services must be fingerprinted and go through a background check, there is a non-reimbursed cost of approximately $32.00.

**List days/hours needed, unless it’s flexible:**
M-F 9:00am – 1:00pm, 1:00 to 5:00 (slightly varied hours may be accommodated if necessary for class schedule).

Please submit the application to the Access Center department via tiffany.clark@crc.losrios.edu.