



## Admissions and Recruitment

### **Admissions Student Assistant – Customer Services Team**

Being a Student Assistant is more than just answering phones, chats, and attending to students at the service window. Our Student Assistant will demonstrate an investment in the overall service of admissions visitors. This is considered a professional working environment, often the first impression that a student, family or visitor to the institution may have. The Student Assistant is in essence the "face" of Fresno State, managing many day-to-day functions that are crucial to the success of our department. The student assistant provides valuable support and manages many day-to-day functions. This position contributes to a smooth process and the success of the department. We encourage you to apply!

This position reports to the Admissions Customer Services Counselor Lead who is supervising the Admissions Service Window, Admissions Call System, and the Admissions and Recruitment Chat System.

#### **Major duties of the job include:**

- Learn to use and navigate PeopleSoft to look up students' information
- Track all in-person window contact in Excel and PeopleSoft
- Answer phone calls and direct calls to appropriate department(s)
- Serve as an operator for the Admissions and Recruitment Chat System
- Open, sort, stamp, process and distribute all incoming mail daily
- Use Microsoft Office programs to work on projects
- Assist with sorting and preparation of documents to be scanned
- Assist with data entry, or any other projects for any Admissions team
- Sort files and file paperwork appropriately in alpha/numeric order
- Research location of transcripts, test scores, residency documents and other miscellaneous documents
- Provide assistance and general information to staff and students pertaining to Admission
- Assist other units of the office when necessary
- Deliver various items, office supplies, and packages within the office
- Organize and keep track of office supplies
- Stock copy/color paper, letterhead and envelopes
- Move boxes/other items (Must be able to lift at least 40 pounds)
- Assist with discarding sensitive documents
- Assist the supervisor or other supervisors in Admissions and Recruitment with special projects and other duties as needed

#### **Knowledge, Skills and Abilities:**

- Proficiency and up to date with office automation technologies and spreadsheet software including Microsoft Word, Excel and web-based applications
- Be professional, positive, and maintain effective working relationships within and outside the work group
- Excellent customer services skills
- Type at the speed of **40 words per minute**
- A history of regular attendance
- Ability to communicate clearly both orally and in writing
- Ability to answer **high** volume of calls and call people using multiple phone lines

- Work well with people from all ethnic and diverse socioeconomic backgrounds
- Work in a team environment and collaborate with coworkers to achieve goals
- Understand and abide with the Family Education Rights and Privacy Act (FERPA) and State of California policy regarding the confidentiality of records
- Organize and plan routine work assignments and projects including handling multiple priorities
- Multitask with interruptions, in a fast paced environment
- Work maximum 20 hours per week during the spring and fall semesters and may require 20-40 hours during the summer, winter and spring breaks.
- **Available to work on weekdays in blocks of 4 hours from 8:00 am – 12:00pm, 10am-2pm and/or 12:00 pm – 5:00pm. (Regular Semester Hours)**
- **Must** work during scheduled time and days. No alterations can be made.
- **Must be able to work during summer break, some part of winter break and spring break.**

#### **Terms of Employment:**

- Applications need to be submitted for first review by **May 10, 2024** we will continue to review applications after this date until the position is filled.
- **If hired in the summer, you will start in the summer. (Summer Hours: 7:00am-3:30pm)**
- Employment is for one semester, contingent upon satisfactory performance and supervisor evaluation. You may be required to reapply every semester.
- Non-negotiable starting wage of \$16.50 per hour.

**2 required ways to submit completed application** (1) Online at hirefresnostate on the Career Development Center website. (2) by email to cheenouxiong@csufresno.edu

#### **Application Packet Requirements:**

1. Completed Student Assistant Application
2. Schedule: a copy of your class schedule for the semester you are seeking employment
3. Unofficial Transcript: copy of most recent transcript, from your *My Fresno State Portal*
4. Attach your resume

**Newly hired Student Assistants are trained by your supervisor and/or other incumbent student assistants.**



## Admissions and Recruitment

### Undergraduate Admissions Student Assistant

#### APPLICANT INFORMATION

\_\_\_\_\_  
First Name

\_\_\_\_\_  
Last Name

\_\_\_\_\_  
Student ID Number

\_\_\_\_\_  
Current Address

\_\_\_\_\_  
City

\_\_\_\_\_  
Zip Code

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
Fresno State email

#### EDUCATIONAL STANDING

Current College Standing Freshmen  Sophomore  Junior  Senior  Graduate Student

\_\_\_\_\_  
Major(s) / Minor(s)

\_\_\_\_\_  
Unit Enrollment (*For the semester you seek employment*)

\_\_\_\_\_  
Anticipated Semester and Year of Graduation

\_\_\_\_\_  
Cumulative GPA

#### WORK AVAILABILITY

Do you qualify for Work Study Funding?

Eligible through Financial Aid

Yes  No

How many hours are you available to work per week?

\_\_\_\_\_  
Hours

Are you currently employed on campus?

Yes  No

Are you currently employed off campus?

Yes  No

If yes, how many hours do you work per week?

\_\_\_\_\_  
Hours

If yes, how many hours do you work per week?

\_\_\_\_\_  
Hours

Are you able to lift at least 40 pounds?

Yes  No

#### AVAILABILITY

*Check the day(s) and times you are available*

Time	Monday	Tuesday	Wednesday	Thursday	Friday
8:00am-12:00pm					
12:00pm-5:00pm					

## **WORK EXPERIENCE & REFERENCES**

*(Please attach a resume, if possible)*

Dates of Employment	Employer	Position Held	Immediate Supervisor

*Please list at least three professional references along with their contact information.*

Name	Relationship	Phone Number

I affirm that all responses and statements in this application for employment are complete and true. I understand that any false statement or omission may be cause for rejection of my application or for my discharge after appointment. I authorize the release of reference information from individuals familiar with my educational and work background to California State University, Fresno. I understand this information is considered confidential and the content on any reference will not be made available to me. I ALSO UNDERSTAND THAT IF HIRED, I MUST PROVIDE DOCUMENTATION ATTESTING TO MY IDENTITY AND LEGAL RIGHT TO WORK IN THE UNITED STATES, AS REQUIRED BY THE IMMIGRATION REFORM AND CONTROL ACT OF 1966.

\_\_\_\_\_  
Signature

### **OFFICE USE ONLY**

Date of Interview: \_\_\_\_\_ Interviewers: \_\_\_\_\_

Applicant      Hired       Rejected       Date Applicant Notified: \_\_\_\_\_

Start Date: \_\_\_\_\_

Comments \_\_\_\_\_

\_\_\_\_\_