



California State University, Los Angeles

University Tutorial Center

John F. Kennedy Library, Palmer Wing, Room 1062A, (323) 343-3971



Office Assistant/Receptionist Job Description (Tutoring Services Assistant)

We are continually seeking qualified and committed individuals to work as an Office Assistant/Receptionist (Tutorial Services Assistant) in the University Tutorial Center.

BENEFITS. Meet and interact with other college students; receive the satisfaction of helping others; develop useful organizational, interpersonal, communication, and customer service skills; earn \$8.00 (starting) - \$9.50 per hour; work on campus; receive priority registration; and gain valuable part-time work experience to list on your resume.

You will work under the supervision of the University Tutorial Center Director and Office Manager assisting students using the services of the Center.

TYPICAL DUTIES AND RESPONSIBILITIES. Greet visitors to the Center; provide tours and orientations to the Center; provide tutoring information and schedule appointments in person and by telephone; maintain an accurate appointment log; process, file, and maintain an adequate supply of forms; maintain neat, up-to-date, accurate, and complete records; make appropriate referrals to other available academic support services; act as a liaison between the tutors and the students; follow up on student appointments by telephone; perform computer data entry; assist in the maintenance of the office; run office errands to other campus offices; publicize and recruit students to use the Center; make classroom presentations about the Center; help to maintain a neat and orderly work environment; attend scheduled office meetings and training sessions; and have the opportunity to conduct workshops and make presentations on study strategies.

QUALITIES AND SKILLS. Be willing and committed to helping others; be friendly and courteous; be empathetic, nonjudgmental, and supportive; be a good listener; have good telephone skills; be able to communicate ideas clearly; be able to make appropriate decisions based upon Center policies and procedures; be patient; be trustworthy; neat, and organized; be open-minded, flexible, and adaptable to change; be well-groomed; be able to maintain consistent punctual attendance; be able to work under pressure and appropriately handle difficult situations; be responsible for own actions; have computer data entry and word processing skills; and be willing to learn and to accept training, supervision and evaluation.

QUALIFICATIONS AND REQUIREMENTS. Be a matriculated CSULA student in continuing student status at the sophomore or junior level; be enrolled in a minimum of 6 units as an undergraduate student at CSULA the quarter hired (proof of enrollment will be checked) and every quarter employed thereafter; maintain a minimum 3.00 overall CSULA grade point average; work a minimum of 10 hours per week, schedule to be assigned—may require working weekday evenings and Saturdays.