

Visitor Information Center/Alumni House Student Assistant

General:

This Visitor Information Center/Alumni House Student Assistant (VIC/SH Student Assistant), reports directly to the Smittcamp Alumni House Manager. The VIC/SH Student Assistant primary activities will include hospitality services associated with the Smittcamp Alumni House and Visitor Information Center; working on mass personalized letter production, general office duties associated with the day-to-day operation of the Smittcamp Alumni House. The critical skills needed for success are the following:

- Excellent written, verbal and oral communication skills;
- Detail oriented;
- Ability to work independently and/or as part of a team;
- Ability to handle stressful situations;
- Ability to work well with people;
- Experience using Microsoft Office;
- Ability to work within an ever-changing environment with some routine tasks;
- Ability to perform simple arithmetic computations;
- Confidentiality as it relates to prospect records.

Qualifications

The VIC/SH Student Assistant must be currently enrolled at California State University, Fresno with a minimum of six units. They must have excellent written, verbal and oral communication skills. They must be able to work well with people and handle stressful situations. In addition, the VIC/SH Student Assistant must have computer experience.

Specific Responsibilities:

The VIC/SH Student Assistant will work up to 20 hours per week.

The VIC/SH Student Assistant will work on all hospitality phases of the Smittcamp Alumni House, including but not limited to: greeting guests, opening and closing the Smittcamp Alumni House, answer several telephone lines, assist in room set-up and take-down, clean and prepare rooms for occupants, confirm room set-ups as per work orders. Finally, he/she will assist with general office maintenance including, but not limited to: filing, faxing, copying and assisting with mass mailings.

The VIC/SH Student Assistant conducts him/herself as a part of a team striving to meet and surpass the program's expectations and goals. They look upon problems as challenges to be managed and solved. In addition, the VIC/SH Student Assistant acts, speaks and dresses in an appropriate manner.