Position Description
The Office of New Student Programs employs enthusiastic and resourceful students as Information Referral Assistants (IRAs) to assist with the day-to-day operation of the front desk. Candidates must have strong interpersonal, communication and organizational skills. They must be able to work in a fast-paced, team oriented environment, as well as take on and complete tasks autonomously. Candidates must possess a genuine willingness to assist new students and their parents. This position is open only to undergraduate students enrolled in the Winter 2016 term who are in good academic standing.

Primary Responsibilities
• Answer inquires by telephone, e-mail, Instant Messenger and handle walk-in traffic
• Assist new students and their parents with the reservation process for spring and summer orientation sessions
• Be familiar with services and responsibilities of different programs within ONSP and the roles of senior staff; accurately respond to questions and concerns and make appropriate referrals
• Be familiar with the structure and organization of the University of Michigan, and be able to communicate information about the various academic units, support services, and resources in an accurate and un-biased fashion
• Complete routine office tasks (data entry, copies, etc…)
• Assist with other tasks as assigned

Expectations
IRAs are expected to represent the University and ONSP in a consistently professional and responsible manner. They are required to be punctual, reliable, and conscientious in the performance of all responsibilities. IRAs must follow all U-M and ONSP policies regarding confidentiality of student data. It is expected that they are willing to share ideas, improvements and other thoughts with the staff.

Selection Process
Written Application:
The written application is designed to better inform us about your personal background, work history, academic history, interest and motivation for becoming an Information Referral Assistant for the Office of New Student Programs (ONSP). Please be clear and concise in your written responses.

Individual Interview:
After a review of the written application, qualified candidates will be invited to complete an individual interview with Senior Staff in ONSP. Individual Interviews are by invitation only.

Selection and Employment Timeline
Completed applications are due by 5:00 PM on Wednesday, March 16, 2016. They may be submitted in person to 1100 LSA Building or via email to tdarnell@umich.edu. All candidates will receive a response to their application by Friday, March 18.

Interviews of invited candidates will occur between March 21 and March 25. Final decisions will be announced on Monday, March 28. Candidates selected to fill the IRA positions need to accept or decline our offer by close of business on Wednesday, March 30.

Employee training sessions will begin the week of April 4 and will run through the month; this will include shadowing current IRA staff. Summer IRAs will work 40 hours per week, Monday through Friday, 8:00 AM to 5:00 PM, from Monday, May 2 to Friday, September 2.

Remuneration
IRAs are paid an hourly wage of $9.00. Free room and board in East Quad is available for those who wish to live in the building with the rest of the orientation staff. Staying in East Quad is encouraged, but not required.
Information Referral Assistant Application
Office of New Student Programs
1100 LSA Building
Ann Arbor, Michigan 48109-1382
734-764-6413 /onsp@umich.edu

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**Winter 2016 Work and Training Availability**
Please **Black Out** the hours on the schedule you are unavailable to work due to regular academic/extracurricular commitments.
Please submit a copy of your Winter 2016 schedule along with this application.

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**Demographics** (optional):  
___ African American / Black  
___ American Indian or Alaskan Native  
___ Asian or Pacific Islander  
___ Hispanic / Latino  
___ White  
___ Race not included / Multi-Racial

Gender (optional): ____________________________

Have you been an IRA for ONSP before? If so, please indicate the academic term or year:

__________________________________________________

Do you have a valid driver’s license: __________

Are you available Monday through Friday, 8:00 AM to 5:00 PM, from May 2 through September 2? ____________
Employment History (most recent first – you may attach a resume if necessary)

Position Title / Organization:
Supervisor Name / Phone:  Employment Dates:
Responsibilities:

Position Title / Organization:
Supervisor Name / Phone:  Employment Dates:
Responsibilities:

Position Title / Organization:
Supervisor Name / Phone:  Employment Dates:
Responsibilities:

Please List Two References We May Contact:
Name:  Name:
Phone Number:  Phone Number:

Short Response Questions (required)
Please answer the following questions on a separate piece of paper, limiting your responses to a maximum of 200 words each. Attach the document to this application.

1) Why are you interested in becoming an Information Referral Assistant? What do you hope to gain from this position?

2) How comfortable are you working in a face-paced, high-stress job? Are you able to handle performing multiple tasks at one time (e.g., answering multiple phone lines while assisting parents at the front desk, etc.)?

3) How do you define good customer service? Please describe a few examples of good customer service you have provided in the past (e.g., for previous employers, your church, volunteer groups).

All information is true and accurate and I give the Office of New Student Programs permission to verify that I am in good academic standing and currently attending the University of Michigan - Ann Arbor.

Signature (if electronic copy, please type name)  Date

Return Completed Application by 5:00 PM on Wednesday, March 16, 2016 to:

1100 LSA Building
500 S. State Street
Ann Arbor, MI 48109
Or
tdarnell@umich.edu