

Office of New Student Programs
Information Referral Assistant Application
Summer 2017

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 2017 term who are in good academic standing.

Primary Responsibilities

- Answer inquiries 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 Friday, March 17, 2017. They may be submitted in person to the Tappan Street Auxiliary Building at 609 Tappan Street or via email to tdarnell@umich.edu.

Interviews are by invitation only. Final decisions will be announced on Friday, March 31. Candidates selected to fill the IRA positions need to accept or decline our offer by close of business on Wednesday, April 5.

Employee training sessions will begin the week of April 10 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 1 to Friday, September 1.

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
 609 Tappan Street, Tappan Street Auxiliary Bldg.
 Ann Arbor, Michigan 48109-1220
 734-764-6413 /onsp@umich.edu

 Last First Middle

 Current Address

 UMID Number

 City State Zip

 E-Mail Address

 Current Phone Number

 Class Standing (Freshman, Sophomore, Etc...)

 Mobile Phone Number

 School or College and Major

 Permanent Home (City, State)

Winter 2017 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 2017 schedule along with this application.

	Monday	Tuesday	Wednesday	Thursday	Friday
8:00 – 9:00 AM					
9:00 – 10:00 AM					
10:00 – 11:00 AM					
11:00 – Noon					
Noon – 1:00 PM					
1:00 – 2:00 PM					
2:00 – 3:00 PM					
3:00 – 4:00 PM					
4:00 – 5:00 PM					
5:00 – 6:00 PM					
6:00 – 7:00 PM					

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 worked for ONSP before? If so, please indicate the position and 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 1 through September 1? _____

Employment History (*most recent first – you may attach a resume if necessary*)

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

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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 Friday, March 17, 2017 to:

**Tappan Street Auxiliary Building
609 Tappan Street (intersects @ Monroe)
Ann Arbor, MI 48109
Or
tdarnell@umich.edu**