Information Referral Assistant Application
Summer 2018

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 2018 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
Application:
Completed applications are due by 5:00 PM on Wednesday, March 21, 2018. They may be submitted in person to ONSP, located at 2011 Student Activities Building, or via email to tdarnell@umich.edu.

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. ONSP plans to hire two part-time summer IRAs.

Selection and Employment Timeline
Training sessions for those offered the positions will begin the week of April 9 and will run through the month, based on current class schedules; this will include shadowing current IRA staff. Summer IRAs will work Monday – Friday from April 30 to August 31. Available shifts are indicated on the application; please select the shift(s) you are willing to work.

Remuneration
IRAs are paid an hourly wage of $10.00.
Information Referral Assistant Application
2011 Student Activities Building
515 E. Jefferson Street
Ann Arbor, Michigan 48109-1316
734-764-6413 /onsp@umich.edu

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<th>Current Class Standing (Freshman, Sophomore, Etc…)</th>
<th>School / College and Major</th>
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<th>Do you have a valid driver’s license?</th>
<th>Are you presently employed on campus?</th>
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Have you worked for ONSP before? If yes, please indicate the position and academic term or year: ________________________________

Please indicate which shift(s) you’re available to work this summer:

- __ 8:00 AM – 12:30 PM Monday - Friday
- __ 12:30 PM – 5:00 PM Monday - Friday

Demographics (Optional):

- __ African American / Black
- __ American Indian or Alaskan Native
- __ Asian or Pacific Islander
- __ Hispanic / Latino
- __ White
- __ Race not included / Multi-Racial

Gender: ________________________________

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

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Please List Two References We May Contact:

Name: __________________________________________   Name: __________________________________________

Phone Number: ________________________________   Phone Number: ________________________________

*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 21, 2018 to:

2011 Student Activities Building
515 E. Jefferson Street
Ann Arbor, MI 48109-1316
Or
tdarnell@umich.edu