

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 28, 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

Last First Middle

UMID Number

Current Street Address

City State Zip

E-Mail Address

Mobile Phone Number

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

School / College and Major

Do you have a valid driver's license? _____

Are you presently employed on campus? _____

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)*

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: _____

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 28, 2018 to:

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