Position Description: Orientation Desk Assistants are student staff members who work during Winter Quarter, Spring Quarter and the summer to provide administrative and customer service support primarily for the Orientation Business Office and summer Orientation Desk. Orientation Desk Assistants receive training in the areas of customer service, administrative duties, professionalism, and Orientation program policies.

The Orientation Desk Assistant is a “Casual/Restricted,” part-time staff member during Winter Quarter and Spring Quarter and full-time in the summer. If not graduating, the position will also work International and National Orientation. The responsibilities of the Orientation Desk Assistants include providing customer service to all participants at the Orientation Desk, as well as providing administrative support to the logistics and planning for the program. Under the purview of the New Student Academic Services (NSAS) office, the direct co-supervision from the Orientation Business Office staff, and indirect supervision from the Office of Student Development (OSD) professional staff, the Desk Assistant serves as a resource person to incoming students and family members so as to meet the goals of the Orientation program.

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Dates</th>
<th>Hours/Week</th>
<th>Compensation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Winter Quarter</td>
<td>February 16 – March 23</td>
<td>4-6</td>
<td>$11.25/hour</td>
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<tr>
<td>Spring Quarter</td>
<td>April 2 - June 14</td>
<td>6-8</td>
<td>$11.25/hour</td>
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<tr>
<td>Summer</td>
<td>June 18 - August 24</td>
<td>35-40</td>
<td>$11.25/hour</td>
</tr>
<tr>
<td>September (non-graduating staff only)</td>
<td>September 4 - September 25</td>
<td>20-40</td>
<td>$11.25/hour</td>
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</tbody>
</table>

It is expected that other outside commitments will not interfere with meeting the expectations of this position. Enrollment in summer session is prohibited due to its conflict with the program, enrollment in online coursework should be discussed with your supervisor prior to acceptance of the position. Throughout the academic year, Orientation student staff must work less than a combined 19.5 hours per week across campus even if they hold multiple position appointments, per Departmental practice. Applicants should be committed to working the full term of employment. Exceptions for time off may be granted if requested and approved in advance by supervisor. The expected time commitments are as follows, but are subject to change:

- **Winter Quarter – Office Hours and Staff Training**
  - Business Office Staff training on Fridays, time TBD for approximately 2 hours/week.
  - 2-4 hours/week of office hours (hours will be Monday through Friday between 8:00 am and 5:00 pm).
  - Additional required online trainings: UC Compliance Briefing: Ethics Values and Conduct, Safe Driver Awareness, Child Abuse and Neglect Reporting Act (CANRA), Cyber Security Training, and FERPA – Student Privacy, Confidentiality and Data Security.

- **Spring Quarter – Office Hours and Staff Training**
  - Business Office Staff training on Fridays, time TBD for approximately 2 hours/week.
  - 4-6 hours/week of office hours (hours will be Monday through Friday between 8:00 am and 5:00 pm).

- **Summer – Transfer and First-Year Orientation**
  Must be available to work 35-40 hours/week from June 18 – August 24 (Sundays-Fridays), including:
  - Transfer Orientation satellite students training and program preparation from June 18-20 (times TBD).
  - Transfer Orientation implementation from June 21-29 (must be available 6:30 am – 9:00 pm for a total of 35-40 hours/week with a possibility of split shifts and overtime).
  - First-Year Orientation satellite students training and program preparation from July 2-6; July 4 is a holiday (times TBD)
  - First-Year Orientation implementation from July 9-August 24 (must be available 6:30 am – 11:00 pm for a total of 35-40 hours/week with a possibility of split shifts and overtime).

- **September – Transfer and International & National Orientation (INO) (Non-Graduating staff only)**
  Must be available to work 20-40 hours/week from September 4-25 (Sundays-Fridays), including:
  - Transfer and International & National Orientation satellite students training and program preparation from September 4-13 (times TBD).
  - Transfer 7 implementation on September 13 (must be available 6:30 am – 9:00 pm with a possibility of split shifts and overtime)
  - INO implementation from September 16-21 (must be available 6:30 am – 9:00 pm with a possibility of split shifts and overtime)
  - Summer Wrap-up from September 24-25 (times TBD)
Remuneration:
- The position will be paid at a rate of $11.25 per hour.
- The position is part-time from February 16-June 14. Expected hours are averaged to be 4-8 hours per week depending on the quarter.
- The position is full time from June 18-September 25; graduating seniors end employment tentatively on August 24. Expected hours are averaged to be 30-40 hours per week.

Qualifications
- Must be a registered undergraduate student (minimum of 6 units) and in good academic and disciplinary standing from the time of application onward with the University, Student Housing, and Student Judicial Affairs. Any future violations may result in withdrawal of offer and/or termination of employment.
- Employment is contingent upon successful completion of a background investigation including criminal history and identity check.
- Must be at least 18 years of age and have a current and valid California driver’s license. The Orientation Desk Assistant must be able to drive a university vehicle (large passenger vans, golf-carts, cars) to transport program participants and/or supplies within and outside of the campus.
- Position will participate in the California Department of Motor Vehicles (DMV) Pull Notice System. A printout of driving record from the California DMV is required as a final condition of employment; applicant is responsible for acquiring printout and any fees associated with record. A valid California driver’s license is required or valid Class A driver’s license is required.
- Knowledge of and skills in Microsoft Office programs (i.e. Word, Excel, & Outlook) and the ability to process documents utilizing these software programs.
- Must exhibit strong customer service, verbal and written communication, and interpersonal skills to be able to interact with the general public, incoming students, peers in a work environment, and campus departments.
- Attention to detail and strong organizational skills required.

Position Responsibilities
The following outlines the responsibilities that the Orientation Desk Assistant is expected to perform as a staff member. While this job description is general enough to describe the responsibilities, the Orientation Desk Assistant may be expected to perform additional functions.

A. Orientation Business Office Training
1. Attends and actively participates in training during winter and spring quarter as listed above (training times are subject to change).

B. Customer Service
1. During Winter and Spring quarters, serve as primary customer service support at the Orientation Business Office by responding to all incoming phone calls and emails with tact, diplomacy, and courtesy.
2. During the Orientation Program (summer), continue to serve as primary customer service support at the Orientation Business Office by responding to all in-person inquiries at the Orientation Desk, as well as answering incoming phone calls and emails, with tact, diplomacy, and courtesy.
3. Desk Assistants will serve as primary contacts for any desk related logistics and troubleshooting the program for all customers served (students, families, campus partners, and community members).
4. Provide language translation services for participants, according to skill level and need (as necessary).

C. Program Logistics
1. Assists in implementation of the daily business operations and services of Orientation (e.g. assisting with desk operations, check in/out operations and logistics, providing assistance to those with special accommodations, shuttling, running errands, and providing general assistance to program participants).
2. Perform opening and closing of desk, set-up, take-down and clean-up tasks as necessary (i.e. moving chairs, tables, making/posting signs/displays, etc.).

3. Assist with specific program projects, which include participant housing assignments and check-in lists.

4. Assemble and alphabetize program materials, including name badges for all program participants.

5. Assist with maintaining and managing inventory of all desk supplies.

6. Other duties as assigned.

D. Administrative

1. Navigate, understand and maintain Gmail account and Google docs, as well as access student information in BANNER and VisualZen (registration software for Orientation).

2. Understanding of FERPA, UC Policy & Procedures, and maintaining confidential student records, while performing duties ethically.

3. Provide administrative support with data entry, filing, faxing, scanning, and copying.

4. Ability to navigate UC Davis websites and the internet. Familiarity of UC Davis campus programs and services.

E. Collaboration and Communication

1. Collaborates and communicates on a daily and consistent basis with the Orientation Desk Services Supervisor and Orientation Business Office staff regarding desk operations, logistics, participant access card issues and other assigned duties and responsibilities. Desk Assistants will also need to communicate with professional and student staff in Orientation including: the Orientation Program Services Supervisor, Orientation Registration Services Supervisor, Orientation Program Assistants, Orientation Desk Assistants, Orientation Program Coordinators, Senior Orientation Leaders and Orientation Leaders. Desk Assistants will be expected to maintain working knowledge of the Orientation program schedule.

2. Participate in all Orientation staff meetings during the summer program, as well as mid-point and end of the program evaluations with supervisors.

3. Offers input to staff regarding participant services and issues.

4. Maintain a positive attitude with program staff, student assistants and participants of the Orientation program.

5. Establishes working relationships with NSAS, Orientation, and other Student Housing staff.

6. Orientation Desk Assistants may substitute for other staff members as needed. All Orientation Staff should remain flexible and prepare for changes to schedules when the program is in operation.

F. Work Environment

1. The position requires the ability to lift up to 40 pounds, bend, stoop, climb stairs and apply proper body mechanics when working.

2. Orientation Desk Assistants must be physically able to navigate the residence halls and campus, walk the interior and the exterior of the buildings, move, store, and deliver materials on campus, and walk up and down several flights of stairs.

3. Work indoors and outdoors with extreme temperature variations and in all weather conditions.

4. Work in an office with several persons sharing office space.

5. Interpret various presentations for participants who do not speak English (as necessary and applicable).

6. UC Davis is a smoke and tobacco free campus effective January 1, 2014. Smoking, the use of smokeless tobacco products, and the use of unregulated nicotine products (e-cigarettes) will be strictly prohibited on any UC Davis owned or leased property, indoors and outdoors, including parking lots and residential space. Additional information and specifics regarding the policy are available at http://breathefree.ucdavis.edu/index.html.