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

The Orientation Program Assistant is a “Casual/Restricted,” part-time staff member during Winter Quarter and Spring Quarter and full-time in the summer. The position will also work International and National Orientation in September. The responsibilities of the Orientation Program Assistants include providing customer service to all participants 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 supervision from the Orientation staff, and indirect supervision from the Office of Student Development (OSD) professional staff, the Program Assistant serves as a resource person to incoming students and family members so as to meet the goals of the Orientation program.

Students in this position will...

- Learn and utilize interpersonal communication skills, including active listening, coaching, and practicing empathy.
- Develop teamwork and collaboration skills to create and foster positive working relationships, to accept, implement, and provide effective feedback, and to adapt to the needs of the team.
- Promote awareness and understanding of multicultural competency while utilizing skills to effectively articulate the importance of diversity and inclusion in regards to a students’ experience on a large campus.
- Expand critical thinking and decision making skills by understanding the impact of decisions and actions, practicing prescriptive versus developmental action, and taking initiative to drive unit projects forward.
- Know and understand self-limits, ownership of action, time management, and adaptability.
- Learn about and refer students to available campus resources, offices, and tools that can assist students with their transition to the university.

<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 11 – March 15</td>
<td>2-4</td>
<td>$12.00/hour</td>
</tr>
<tr>
<td>Spring Quarter</td>
<td>April 1 - June 7</td>
<td>6-8</td>
<td>$12.00/hour</td>
</tr>
<tr>
<td>Summer</td>
<td>June 17 - August 30</td>
<td>35-40</td>
<td>$12.00/hour</td>
</tr>
<tr>
<td>September (non-graduating staff only)</td>
<td>September 11 - September 24</td>
<td>35-40</td>
<td>$12.00/hour</td>
</tr>
</tbody>
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It is expected that 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**
  - Program Assistant training on Wednesdays from 8am – 10am.
  - 0-2 hours/week of office hours (hours will be Monday through Friday between 8:00 am and 5:00 pm).
  - Additional required online trainings (will be done during office hours): 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**
  - Program Assistant training on Wednesdays from 8am – 10am.
  - 4-6 hours/week of office hours (hours will be Monday through Friday between 8:00 am and 5:00 pm).

- **Summer – First-Year and Transfer Orientation**
  - Must be available to work 35-40 hours/week from June 17 – August 30 (Sundays-Fridays), including:
- First-Year Orientation staff training and program preparation (dates/times TBD)
- First-Year Orientation implementation from June 24 – August 2 (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).
- Transfer Orientation staff training and program preparation (dates/times TBD)
- Transfer Orientation implementation from August 7 – August 14 (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).

  o September –International & National Orientation (INO)
    Must be available to work 35-40 hours/week from September 11-24 (Sundays-Fridays), including:
    - International & National Orientation staff training and program preparation from September 11-13 (times TBD).
    - INO implementation from September 16-20 (must be available 6:30 am – 9:00 pm with a possibility of split shifts and overtime)
    - Program Wrap-up from September 23-24 (times TBD)

Remuneration:
  o The position will be paid at a rate of $12.00 per hour.
  o The position is part-time from February 11 - June 7. Expected hours are averaged to be 4-8 hours per week depending on the quarter.
  o The position is full time from June 17-September 24; graduating seniors end employment tentatively on August 23 if necessary. 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.

  • 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 Program Assistant is expected to perform as a staff member. While this job description is general enough to describe the responsibilities, the Orientation Program 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. Serve as primary customer service support for the Orientation Office by responding to all incoming phone calls, voicemails, and emails with tact, diplomacy, and courtesy.

2. During the Orientation Program (summer), continue to serve as primary customer service support for the Orientation Office and Orientation Hospitality Desk by responding to all in-person inquiries, as well as answering incoming phone calls, voicemails, and emails, with tact, diplomacy, and courtesy.
3. Program Assistants will serve as primary contacts for any program-related or desk-related logistics 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 check in/out operations and logistics, assisting with desk operations, providing shuttling, providing assistance to those with special accommodations, running errands, and providing general assistance to program participants).

2. Perform set-up, take-down and clean-up tasks as necessary (i.e. moving chairs, tables, making/posting signs/displays, etc.).

3. Perform opening and closing of hospitality desk, set-up, take-down and clean-up tasks as necessary (i.e. moving chairs, tables, making/posting signs/displays, etc.).

4. Collaborates and communicates on a periodic and consistent basis with the Registration Student Assistant and Orientation professional staff regarding program registration implementation, troubleshoot, and processing.

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

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

7. Assist with maintaining and managing program and desk supplies/inventory.

8. Other duties as assigned.

D. **Administrative**

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

2. Understanding of confidential, private student information and the ability to perform duties ethically, including maintaining the security of such records. Enforcement of FERPA and UC Policy & Procedures.

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

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

5. Maintain shared office space in presentable manner.

E. **Collaboration and Communication**

1. Collaborates and communicates on a daily and consistent basis with the Orientation Student Managers and Orientation professional staff regarding program operations, logistics, and other assigned duties and responsibilities. Program Assistants will also need to communicate with other student staff in Orientation including the Orientation Leaders. Program assistants will be expected to maintain a 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 New Student Academic Services (NSAS), Orientation, and other Student Housing staff.

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 Program 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.