**Position Description:** The Orientation Registration Student Assistant is a student staff member who assists the Orientation Analyst with all needs pertaining to the Orientation registration system, Visual Zen (VZ). They provide guidance to the Orientation Student Managers and Program Assistants with the registration system. The Orientation Registration Student Assistant also provides customer service support for all Orientation participants. The Registration Student Assistant will receive training and development in the areas of leadership, customer service, administrative duties, and professionalism, as well as additional training with VZ.

The Orientation Registration Student Assistant is a “Casual/Restricted,” part-time staff member during fall, winter, and spring quarters, and full-time in the summer. The position will also work during fall 2019 to assist with the International & National Orientation. The responsibilities of the Orientation Registration Student Assistant include the administrative organization and registration of the Orientation program. Under the purview of the New Student Academic Services (NSAS) office and the direct supervision from the Orientation staff, the Orientation Registration Student Assistant serves as a resource person to both professional and student staff so as to meet the goals of the Office of Student Development (OSD).

In this position, students will:

- Learn to thoroughly communicate information both internally and externally in an accurate, timely, presentable manner.

- Develop and sustain productive customer relationships by identifying customer service issues as they arise and provide action-based solutions while exhibiting self-awareness of personal identities and backgrounds.

- Analyze registration and housing data to provide updates, recommendations, and to categorize information accurately and succinctly depending on audience.

- Synthesize raw data from multiple sources in an effort to streamline departmental processes and procedures.

- Adapt behavior and work style to adjust to major changes in work tasks or work environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.

**Appointment Details**

Final schedule and training times are subject to change and will be communicated to you at the earliest time known.

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Dates</th>
<th>Hours/Week</th>
<th>Compensation</th>
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</thead>
<tbody>
<tr>
<td>Winter Quarter 2019</td>
<td>February 16 – March 15</td>
<td>2-4</td>
<td>$12.00/hour</td>
</tr>
<tr>
<td>Spring Quarter 2019</td>
<td>April 1 - June 7</td>
<td>6-8</td>
<td>$12.00/hour</td>
</tr>
<tr>
<td>Summer 2019</td>
<td>June 17 - August 30</td>
<td>35-40</td>
<td>$12.00/hour</td>
</tr>
<tr>
<td>September 2019</td>
<td>September 11 - September 24</td>
<td>35-40</td>
<td>$12.00/hour</td>
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</tbody>
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**Dates to Hold for Mandatory Trainings**

- The Orientation Registration Student Assistant must participate in all Orientation trainings scheduled for:
  - Winter Quarter (2019): Weekly training for the Program Assistant student staff (Wednesdays 8am – 10am.) (approx. 2 hours/week)
  - Spring Quarter (2019): Ongoing training with Program Assistant student staff (Wednesdays 8am – 10am.) (approx. 2-4 hours/week)
  - Summer (2019): Program Preparation training dates: TBD pending program dates
Position Responsibilities

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

A. Customer Service & Administration

1. Operate Microsoft Office programs and other software programs (i.e. Word, Excel, Outlook, GMAIL, Google Docs, Google Forms, etc.) to create documents, labels, and reports utilizing these programs.


3. Assist with the development and implementation of annual revisions to the Orientation registration site, VZ. Attend planning meetings with Student Housing Computer Services Team, VZ team, and Orientation Business Office staff to provide and receive updates about changes in software and planning for upcoming Orientation season. Provide feedback and report any issues about registration system.

4. Assist in implementation of the daily business operations and services of Orientation (i.e. assisting with check in/out operations, providing assistance to those with special accommodation requests, answering telephones, taking messages, answering questions, data entry, filing, faxing, scanning, copying, handling schedule changes, running errands, and providing general assistance to program participants.)

5. Oversee, manage and facilitate the set-up of and processing of day-of registration and check-in operations inside the Orientation Office during each session (also known as the On-Site Registration Table) with all same day transactions (upgrades, downgrades, additions, or cancellations).

6. Serve as primary contact for student staff with registration issues and concerns of participants and customers. Assist with processing registration for Orientation participants who wish to attend the Orientation program and respond to special requests through the computerized registration software system, VZ and document all transactions.

7. Track and analyze participants that self-identify special accommodation requests and communicate with them in the planning of their attendance within the program. Communicate directly with Orientation staff in regards to any registration changes or special accommodation requests.

8. Prepare housing assignment spreadsheets of overnight participants for the Conference Housing Services. Serve as a liaison between Orientation and Conference Housing Services by working directly with the Reservation Coordinator when any housing assignment issues arise. Update housing assignments using Conference Housing Services software.

9. Run reports for the Orientation and campus departments for each session of Orientation in the VZ software (both transfer and first-year programs) and for end of the year analysis.

10. Update and process attendance each session using check-in lists, name badges, and housing spreadsheets. Assist in fee processing after the conclusion of the Orientation sessions.

11. Assist with desk and programmatic needs such as preparing binders, logs, and communications, Pre-Event check-in materials (upgrades, modifications, “hold” rooms, key card issues, etc.)

12. Understand and assist with enforcing the proper use of confidential, private student information and perform duties ethically, including maintaining the security of such records. Enforce of FERPA and UC Policy & Procedures.

13. Work in a fast-paced environment while maintaining composure and diplomacy when under pressure. Must be able to troubleshoot problems and provide on-the-spot problem solving within this environment.

14. Assumes other projects and responsibilities as assigned by the NSAS or Student Housing professional staff members.
B. Communication and Collaboration

1. Manage communication with Student Housing professional staff efficiently and consistently by staying current with email, phone, and in-person communication.

2. Serves as the liaison between Student Housing units and the Orientation staff. Assistant needs to communicate directly and often with the Orientation Office. The Registration Student Assistant will keep written documentation of processes and procedures relevant to their job functions.

3. Report all necessary concerns regarding policies, program details, and staffing to Student Housing & Dining Services professional staff.

4. Conduct oneself professionally while communicating with Campus and Departmental partners.

5. Communicate and work effectively in a cross-cultural environment, with staff and customers from diverse backgrounds.

C. Technology

1. Check University email account daily and respond to any e-mails from Orientation or NSAS professional staff. Important updates about the program will be communicated via e-mail.

2. When the Orientation Registration Student Assistant is working, personal electronic devices are not permitted and cell phone use is restricted to work-related calls. All Orientation Staff should be on time to every shift and call in advance if an emergency arises. Continual unexcused absences and/or tardiness may lead to discontinuation of continued employment.

Qualifications

- Must be a registered undergraduate student (minimum of 6 units) and in good academic standing. Enrollment in summer sessions is prohibited due to its conflict with the program.

- From the time of application, must be in good academic and discipline standing with the University, Student Housing and Student Judicial Affairs. Any future violations may result in withdrawal of offer and/or termination of employment.

- Must be at least 18 years of age.

- Prior knowledge or experience of the Orientation Program is preferred but not required.

- Experience with working in Microsoft Office (Excel, Word, etc.) strongly preferred.

- Must have strong computer skills and knowledge of registration software programs to be able to learn and navigate VZ. Previous experience in online or web-based registration software strongly preferred but not required.

- Must be able to multitask and have a strong attention to detail and organizational skills, while also maintaining accuracy and punctuality to meet very specific deadlines in a fast-paced environment.

- Must have the ability to work both independently and in a team with others, while also receiving direction and feedback from multiple supervisors.

- Excellent communication preferred (verbal and written) and interpersonal skills to be able to interact with the general public, incoming students, peers in a work environment, and campus departments.

- Strong customer service skills preferred, including experience in an office setting, answering incoming phone calls, in person inquiries, and emails with tact, diplomacy, and courtesy.

- Per departmental practice, Orientation student staff must work less than a combined 19.5 hours per week across campus even if they hold multiple position appointments throughout the academic year.
• The position requires the ability to lift up to 40 pounds, bend, stoop, climb stairs and apply proper body mechanics when working. 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.

• 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.