**Position Description:** Orientation Program Assistants are student staff members who work during spring quarter, summer and September 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 responsibilities of the Orientation Program Assistants include providing customer service to all participants as well as providing administrative support to the program. The Program Assistant serves as a resource person to incoming students and family members so as to meet the goals of the Orientation program.

The Orientation Program Assistant is a “Casual/Restricted,” part-time staff member during spring quarter and summer; then work full-time during program training and Aggie Orientation in September.

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 with regards to a students’ experience on a large campus.
- Gain tangible and transferrable skills related to future career including adaptability, critical thinking, project management, and self-reflection.
- Identify issues impacting students in their first year at UC Davis, and resources and strategies for supporting them.

**Appointment Details**

It is expected that other outside commitments will not interfere with meeting the expectations of this position. This includes Summer Sessions, Community Advisor/After Hours Assistant and First-Year Experience Peer Coordinator roles. Applicants should be committed to working the full term of employment.

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Dates</th>
<th>Event</th>
<th>Hours/ Week</th>
<th>Compensation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spring Quarter 2021*</td>
<td>April 26 – June 4 (7 weeks)</td>
<td>Training and Office Hours</td>
<td>8-10 hours/week</td>
<td>$14.00/hour</td>
</tr>
<tr>
<td>Summer 2021</td>
<td>June 14 - September 10th (13 weeks)</td>
<td>Training and Office Hours</td>
<td>15-20 hours/week</td>
<td>$14.00/hour</td>
</tr>
<tr>
<td>September 2021</td>
<td>September - 13th September 24</td>
<td>Program Prep &amp; Orientation Program</td>
<td>35-40 hours/week</td>
<td>One Time Payment of $1,092</td>
</tr>
</tbody>
</table>

*Training will be implemented according to local, county and state health & safety guidelines, which may require remote training.

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.

Due to COVID-19, Orientation may need to modify or suspend operations in the future, which may result in an adjustment to your hours and/or payment. Please note that employment, including hours and payment may be subject to change based upon business and operational needs, as well as financial resources. Any changes will be communicated to staff as early and transparently as possible.

**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.

**Customer Service**
- 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.
- Create an inclusive and welcoming community for new students, families and other staff members, by modeling the values of the UC Davis Principles of Community, abiding by all university & student housing policies, and conducting oneself professionally and ethically.
**Administrative**
- Manage confidential, private student information and the perform duties ethically, including maintaining the security of such records. Enforcement of FERPA and UC Policy & Procedures.
- Provide administrative support with data entry, filing, faxing, shredding, scanning, and copying.
- Navigate UC Davis websites and the internet. Familiarity of UC Davis campus programs and services.
- Assist in implementation of the daily program operations and services of Aggie Orientation (answering questions, running errands, etc.)
- Maintain shared office space in presentable manner.

**Work Environment**
- Work in an open office with several persons sharing office space.
- Interpret various presentations for participants who do not speak English (as necessary and applicable).

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.

**Minimum Qualifications**
- Must be at least 18 years of age.
- 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 & Dining Services, and Office of Student Support & 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 exhibit strong customer service, verbal and written communication, and interpersonal skills to be able to interact with a diverse, general public, incoming students, peers in a work environment, and campus departments.
  - Customer Service – experience with talking on phones, writing emails, and supporting staff
  - Ability to work with multiple interruptions
  - Understands and has used Office Suite applications

**Preferred Qualifications**
- Worked in an office environment
- Worked under SHDS, understanding campus policies
- Previous experience with Orientation