

STUDENT ASSISTANT, THRIVE FRONT DESK

JOB DESCRIPTION

THRIVE CENTER

The mission of the Thrive Center is to advance a community where students successfully navigate, excel and graduate from the University of Arizona prepared for life after college. Our values focus on providing students with a diverse, accessible, inclusive, and quality experience by:

- ▶ Centering the student experience through support and guidance
- ▶ Creating and modeling best Customer Service practices
- ▶ Building community connections
- ▶ Collaborating across campus
- ▶ Cultivating lifelong learning practices

POSITION SUMMARY

Program: Thrive Center Front Desk and TRIO & Transfer Student Center Front Desk

Program Summary: The front desk is an integral part of Thrive Center's daily operations as it serves as the first point of contact for many of our students and other visitors.

Job Title: Student Assistant, Front Desk

Hourly Rate: \$14.75 per hour

Job Summary: The front desk student assistants provide outstanding customer service to all Thrive Center and TRIO and Transfer Student Center visitors. Student assistants are responsible for opening and closing the office, answering the front desk phone lines, participating in calling campaigns, helping visitors navigate the office, driving a golf cart, and assisting professional staff members with miscellaneous tasks and projects.

PREFERRED KNOWLEDGE, SKILLS & QUALIFICATIONS

- ▶ Demonstrate respect and professionalism in a manner that reinforces the mission and values of the Thrive Center
- ▶ Take initiative and work autonomously
- ▶ Demonstrate time and task management skills
- ▶ Have baseline knowledge of programs, events and services taking place in the spaces
- ▶ Possess adequate organizational skills
- ▶ Demonstrate excellent written and oral communication skills
- ▶ Exhibit proficiency in Microsoft Office suite (Word, Publisher, PowerPoint, Excel, Outlook)
- ▶ Willing to work with diverse communities, including a commitment to cultural competence (in self and others)
- ▶ Available to work 10 – 15 hours per week

DUTIES & RESPONSIBILITIES

- ▶ Provide outstanding customer service to all Thrive Center visitors
- ▶ Answer the Thrive Center phone line and direct callers appropriately
- ▶ Perform calling campaigns to student participants
- ▶ Drive golf cart when needed (must possess a valid driver's license)
- ▶ Able to lift 20 pounds
- ▶ Learn to use the Cricut and do office crafting
- ▶ Open and close the office
- ▶ Assist professional staff members with various administrative tasks and projects
- ▶ Other duties as assigned

ACADEMIC QUALIFICATIONS

- ▶ Minimum cumulative GPA of 2.50; 2.75 preferred
- ▶ Currently enrolled at the University of Arizona as an undergraduate student (minimum six units) for the Fall of 2023
- ▶ Successful completion of at least one year of college (30 units or sophomore standing)

TRAINING, MEETINGS & RETREATS REQUIREMENTS

- ▶ Must be able to attend mandatory paid training the week before the start of the fall semester. Mandatory training will occur August 14, 2023 through August 18, 2023 with some asynchronous sessions prior to August 14th
- ▶ Attend weekly small team meetings
- ▶ Attendance at all trainings, staff meetings, and retreats is required

PROGRAM & EVENT EXPECTATIONS

The Thrive Center houses many programs and services, which may or may not correspond with your direct role in the office. One of our expectations of all our employees is to embrace an “all hands on deck” mentality. With that in mind, you may be asked to work a program in the evening or weekend. This request will be negotiated with your direct supervisor with the following in mind:

- ▶ Student staff will be paid for any program they work outside of their role in the office.
- ▶ Students are expected to work at least 12 hours per week but cannot exceed 25 hours per week.
- ▶ Exceptions will be made for academics (classes or instructor led review/study sessions).
- ▶ A calendar of events will be provided during the training informing staff of work commitments throughout the academic year.

