



TRANSFER STUDENT GUIDE 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 practices
- ▶ Building community connections
- ▶ Collaborating across campus
- ▶ Cultivating lifelong learning practices

POSITION SUMMARY

Program: Transfer Student Center

Program Summary: The Transfer Student Center (TSC) is a part of the Thrive Center and larger Student Success & Retention Innovation (SSRI) umbrella, but the Transfer Student Center maintains its own space in the Student Union. It is the TSC's mission to cultivate an inclusive environment for students who have transferred to the University of Arizona, and guide transfer students as they gain academic and life skills through connections to resources and community. This is often accomplished through academic and social programming. In addition, the TSC works to promote the persistence and graduation of students who have transferred to the UA by serving as a hub for transfer students in the following ways:

1. Provide connections to academic, social and professional resources.
2. Collaborate across campus and the Tucson community to serve students.
3. Serve as advocates for the transfer student experience.

Job Title: Transfer Student Guide

Hourly Rate: \$15.50 per hour

Job Summary: An important part of the success of the Transfer Student Center is the involvement of the Transfer Student Guides (TSGs). Transfer Student Guides serve as points of contact and resources in the TSC, responding to prospective and current transfer student questions and concerns, engaging with transfer students at events, and coordinating and participating in programming and events designed to build community and facilitate students' transition to the UA campus through front desk assistance and peer mentoring.

Job Emphasis: Transfer Student Guides will be assigned one of two areas of emphasis: Front Desk or Mentoring. This emphasis will be placed on TSGs based on the center's needs and the student's strengths. This emphasis will be used to determine what percentage of a TSG's job will be focused on the Front Desk versus Peer Mentoring. TSGs will be trained on all aspects of the job and expected to perform Front Desk and Peer Mentor duties as needed.



PREFERRED KNOWLEDGE, SKILLS & QUALIFICATIONS

- ▶ An interest in serving transfer students
- ▶ Demonstrate respect and professionalism in a manner that reinforces the mission and values of the Thrive Center and the Transfer Student Center
- ▶ Take initiative and work independently
- ▶ Demonstrate time and task management skills and high reliability
- ▶ Have baseline knowledge of the Thrive Center, including programs, events and/or services
- ▶ Possess adequate organizational skills
- ▶ Demonstrate excellent written and oral communication skills
- ▶ Experience planning events
- ▶ Experience designing promotional and marketing materials
- ▶ Willing to learn and adapt new technologies relevant to job duties
- ▶ Exhibit proficiency in Microsoft Office suite (Word, PowerPoint, Excel, Outlook, & Teams)
- ▶ Willing to work with diverse communities, including a commitment to cultural competence (in self and others)
- ▶ Commitment to creating a welcoming and positive academic/social environment for the diverse transfer student population
- ▶ Available to work a minimum of 10 hours per week

DUTIES & RESPONSIBILITIES

- ▶ Greet and welcome prospective and current transfer students to the TSC
- ▶ Answer inquiries via phone and email
- ▶ Provide administrative and front desk support
- ▶ Meet with prospective & current students for mentoring sessions
- ▶ Update Trellis appointments and case details
- ▶ Assist with TSC programs and workshops
- ▶ Plan events and activities in the TSC
- ▶ Design promotional materials and market events
- ▶ Post updates about TSC events and UA campus/Tucson activities on social media pages, Teams, & Engage
- ▶ Maintain and update TSC resource bulletin board
- ▶ Become knowledgeable about campus resources available to transfer students
- ▶ Seek information and resources of value and interest to transfer student population for distribution
- ▶ Promote TSC programs and activities across campus and through tabling events
- ▶ Maintain a professional and welcoming environment
- ▶ Collaborate with campus partners in supporting transfer students through panels, events, etc.
- ▶ Other duties as assigned by the TSC leadership team

ACADEMIC QUALIFICATIONS

- ▶ Minimum cumulative GPA of 2.50; 2.75 preferred
- ▶ Currently enrolled for the fall 2024 semester at the University of Arizona as an undergraduate student (minimum six units)
- ▶ Successful completion of at least one semester (12 units) at the University of Arizona, two semesters preferred (30 units or sophomore standing)



TRAINING, MEETINGS & RETREATS REQUIREMENTS

- ▶ Attend mandatory paid training sessions and/or retreats the week before the start of the fall semester. Mandatory training will occur August 15-16, 2024 (asynchronously), and August 19-21, 2024 (in-person)
- ▶ Attend weekly or biweekly small team meetings
- ▶ Attend monthly all staff meetings
- ▶ Attending all training, staff meetings, and retreats is required; most meetings are 60 minutes.

PROGRAMS & EVENTS 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.