

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: 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

Hourly Rate: \$11.00 per hour

Job Summary: The front desk Student Assistants provide outstanding customer service to all Thrive Center visitors. Student Assistants are responsible for opening and closing the office, answering the Thrive Center phone line, helping visitors navigate the office, 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 independently
- ▶ Demonstrate time and task management skills
- ▶ Have baseline knowledge of the Thrive Center, including programs, events and/or services
- ▶ 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 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
- ▶ Maintain the office-wide calendar
- ▶ Open and close the office
- ▶ Enter all student appointments into AdvisorTrac
- ▶ 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)
- ▶ Successful completion of at least one year of college (30 units or sophomore standing)

TRAINING, MEETINGS & RETREATS REQUIREMENTS

- ▶ Attend paid training sessions the week before the start of the fall and spring semester. Additional training dates may be added, as needed. (*August 19-23, 2019; January 13-14, 2020*)
- ▶ Attend weekly or biweekly small team meetings
- ▶ Attend monthly all staff meetings
- ▶ Attend mandatory retreats in August and January (*August 16 & 17, 2019; January 13-14, 2019*)
- ▶ **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.

