

Join the Student Engagement staff experience for the 2023-2024 Academic Year. Student Engagement plays host to three areas: Student Organization Development & Administration (SODA), Student Organization Finance Center (SOFC), and Student Sustainability. We are looking for students with excellent customer service, social media promotion, and presentation skills to help support our office initiatives.

### Position Summary

Student staff serve as the front line/first point of contact for visitors in the office and by phone. They must have a good understanding of Student Engagement to assist visitors/callers and connect them with appropriate staff and resources. Student Specialists play a key role in providing creative and critical assistance in the general operation of the office.

Apart from general administrative support, a few student specialists will be assigned to assist the Student Org Finance Center based on skillset and interest. The remaining student specialists will work on Programs and Outreach by providing workshops and orientations to student organizations.

Student Specialists are expected to work during the fall and spring semesters. This does not include major breaks (fall, winter, and spring breaks) or any days that the University is closed. Work hours will be available Monday through Friday with the potential for weekend hours. Student Engagement may choose to offer an earlier start date to any candidates interested in working during the summer.

An end of year review will determine eligibility to return for the subsequent academic year.

### Roles & Responsibilities

Student staff will perform the following job duties, including but not limited to the following:

- Serve as the department's receptionist by greeting students, staff, faculty, and guests with appointments or walk-in inquiries.
- Answer and refer incoming phone calls to appropriate staff member and/or ensure accurate, timely messages are delivered to appropriate office staff.
- Address in-person questions related to areas within Student Engagement and provide guidance on initial steps and processes.
- Assist with coordination of Student Organization Complex (SOC) including staffing the reception desk, managing meeting room requests, sorting student organization mail, and providing mailbox access.
- Assist in coordinating aspects of the Equipment Loan Program including but not limited to managing check-in/out of equipment, cleaning/maintaining equipment, and inventory.
- Complete daily tasks as requested/assigned by staff member(s) including but not limited to opening/closing duties, projects (completed independently or in a group), office tasks, and initiatives.
- Attend general staff meetings, student staff training, and professional development activities.
- Provide assistance with other duties as assigned by Student Engagement staff members.

- Programs & Outreach
  - Present Student Org Development and Admin (SODA) Workshops and Orientations.
  - Coordinate Student Engagement social media presence.
  - Attend and work programs and outreach events such as involvement fairs, informational meetings, Quad Day, prospective/new student programs, etc.
  - Serve on committees as a department representative as assigned to lend a student voice and perspective to group collaborations and initiatives.
- Student Organization Finance
  - Assist with daily and assigned clerical tasks.
  - Assist with monthly student organization reconciliation process.
  - Assist with intake of financial forms and documentation.
  - Communicate with student organizations regarding finances.
  - Assist Student Organization Finance Center staff with projects as assigned.

## Expectations & Core Competencies

Student Specialists are held to a high standard as representatives of the overall Student Engagement Team. Specialists' expectations are based on core competencies aimed at providing a holistic and well-rounded paraprofessional experience, that focuses on career readiness.

### Expectations

*Student staff will...*

- Maintain a positive, open-minded, and willing attitude.
- Produce a polished product, maximize work productivity, and maintain a high level of effective and accountable work ethic toward all aspect of the role.
- Adhere to workplace behavior guidelines including dress code, office etiquette, and professionalism.
- Support the department in navigating complex interactions and managing conflicts.
- Contribute to an office environment which celebrates staff strengths, talents, and professional interests.

### Core Competencies & Learning Outcomes

*Student staff will*

- Develop their critical thinking, problem-solving, and interpersonal skills through interactions with students, staff, faculty, and visitors.
- Act in ways that demonstrate professional behaviors.
- Model exemplary work ethic.
- Demonstrate the ability to adapt and be flexible to changing situations and new operating procedures.
- Identify, apply, and uphold department and university policies and procedures to enhance the student experience.
- Execute written and oral communication with faculty, staff, and students that demonstrates openness, inclusivity, sensitivity, and respect toward individual differences.

## Organizational & Working Relationships

Student Specialists will report directly to a Student Engagement Coordinator. However, job duties and responsibilities may be delegated by any member of the Student Engagement staff. This position does not supervise or coordinate any other Student Specialists. As a Student Engagement Team member, Student Specialists are expected to carry out the departmental mission and goals as articulated by the Director.

## Qualifications for Employment

### Required

- Must be enrolled as a full-time undergraduate student at the University of Illinois at Urban-Champaign. (Full-time enrollment for undergraduate students is twelve (12) or more hours unless granted an underload approval by a college).
- Must have a cumulative GPA of 2.5.
- Must be eligible to work in the United States.
- Must be available to work at least ten (10) hours per week.
- Must have a basic understanding of Microsoft Office (Word, Excel, PowerPoint, etc.).
- Must be able to attend Student Specialist Training (in person, all day) on August 18<sup>th</sup>, 2023.
- Must be able to work Quad Day on August 20<sup>th</sup>, 2023 (7am-5pm).

### Preferred

- Previous work experience in an office setting.
- Prior customer service or front desk experience.
- Previous experience presenting to large groups.
- Ability to work effectively under pressure with a variety of deadlines and competing priorities.
- Experience with social media, graphic design, and/or marketing.

## Working Environment

Most of the work completed by Student Specialists will be accomplished in a typical office setting. On occasion, staff may be expected to work in a variety of settings including but not limited to outdoor venues, other department and/or division locations, or off-campus locations. Activities may involve walking across campus (long-distances), climbing stairs, lifting items (up to fifty/ 50-pounds), and moving equipment such as tents, tables, chairs, etc. in and out of tight spaces.