SOAR Operations Intern (SOAR 2018)

Job Description

About the SOAR Operations Interns (2 positions)

The Student Orientation, Advising, and Registration (SOAR) program welcomes more than 16,000 students and family members over the summer, and the SOAR Operations Interns are the “stage managers” that make that process run smoothly. As an Operations Intern, you will serve as a paraprofessional in the Center for the First-Year Experience (CFYE) to support SOAR’s daily program and advising operations. This position works throughout the spring semester and across more than 30 summer SOAR sessions to welcome the newest class of Badgers—SOAR is a marathon; not a sprint!

In this role, you and your co-intern will work together to hire, train, and lead an enthusiastic eight-member Orientation Assistant (OA) team; complete projects to prepare for summer programming; support school/college Peer Advisors through training and teambuilding; and keep daily SOAR operations running smoothly. While specific projects will be divided between the two positions, both interns will supervise the OA team and support advising operations. General responsibilities include:

Supervision, Training, and Community Building
- Lead the Orientation Assistant team, including:
  - Helping with the recruitment and selection of Orientation Assistants, undergraduate students who help facilitate the daily operations of the SOAR office and preparation of the daily SOAR check-in process
  - Troubleshooting in-the-moment SOAR reservation system issues (no technical experience required)
  - Assisting the Coordinator of Orientation – Operations in supervision, training, and support of OAs (including providing feedback to OAs, answering OA questions, keeping training and reference documents updated, troubleshooting, leading portions of training and summer staff meetings, coordinating scheduling, etc.)
- Provide on-the-ground support for Peer Advisors as directed by the Assistant Director for Training and Communication (Office of Undergraduate Advising). Example work may include:
  - Helping to plan and co-lead Peer Advisor summer professional development, training, or team-builders
  - Preparing materials for summer advising meetings (known as “Terrific Tuesday!”)
  - Coordinating kickoff luncheon for all SOAR student staff

SOAR Operations—SOAR Program Functions
- Perform office duties typically assigned to OAs (answering phones, emails, working with registration system, etc.)
- Resolve reservation/refund disputes and problems when possible and refer concerns to professional staff when appropriate
• Oversee daily operations of multiple locations, including the SOAR Advising Office (administrative support of daily SOAR advising) and two SOAR check-in locations; communicate process changes, ideas, and staffing issues to the Coordinator of Orientation – Operations
• Coordinate with CFYE Office Manager and MDS Warehouse Manager to ensure needed supplies are ordered and delivered on time to appropriate SOAR program locations
• Work with families who indicate need for SOAR disability or language accommodation (in conjunction with CFYE Office Manager)

**SOAR Operations—Advising Support Functions**

• Coordinate the daily operation of the SOAR Advising Office—a central support office serving troubleshooting, liaison, and administrative functions—and perform regular rounds to check in with advising groups
• Meet regularly with the Coordinator of Orientation – Operations, other SOAR intern staff, and the Orientation Advising Team (OAT) during the spring and summer to assist in the development of the SOAR advising program
• Assist with assessment, projects, and logistical support of the SOAR program, as needed

**Life after SOAR (and College)**

Employers want to see that you can demonstrate professional skills when you graduate, and being an Operations Intern is a great way to start building those skills. Every year, the National Association of Colleges and Employers conducts a survey of hundreds of employers to find out what skills they look for in new college graduates, and CFYE provides you with opportunities to build many of these skills. Here are some reflections from former SOAR Operations Interns:

• “My interviewers were impressed with the experience I gained from the internship, given the level of responsibility and coordination that was involved. The leadership, interpersonal, and organizational skills I gained from the internship helped me to land my first job and transition into my career.” –Elora, 2014 Intern
• “I learned about professional communication, both in-person and via email, time management, and prioritization of tasks. It was challenging at times, but because of the challenge, I learned so much.” –Maddy, 2016 Intern

**Qualities of a Rockstar Operations Intern**

• Enrolled as a UW student for spring 2018; graduating seniors should contact supervisor for permission to apply
• Maintains a minimum 3.0 cumulative GPA at the time of application and throughout the term of employment. If you do not meet the GPA requirement, please provide an explanation in your cover letter.
• Able to expertly communicate (with more than your thumbs!) to a wide audience (students, parents/guests, UW-Madison advisors and professional staff, etc.)
• Self-driven learner who can use available resources, ask good questions, test out ideas, and search for solutions
• Energetic over time and able to motivate a team
• Committed to creating an inclusive environment
• Maintains an “all in” commitment to making college less scary for the people we help
• Ability to problem solve, multitask, prioritize, and make efficient use of work time
• Rolls with regular change, is willing to learn, and can make decisions on their own
• Has a sense of humor and knows how to balance work and fun
• Has strong organizational skills and attention to detail
• Can both contribute to a team-oriented environment and work independently

Bonus Qualifications/Experience

• Prior experience with community building or team leadership
• Prior experience with SOAR, CFYE, and/or advising

When Can You Start?

Operations Interns must be available to work on the dates listed below. Contact Heather Ferguson if you have questions or concerns about working all listed dates.

Fall 2017: Week of December 11, 2017 (3-hour introductory meeting)

Spring 2018:

• Must be available for Orientation Advising Team meetings, 9:00 am- 10:30 am on alternate Tuesdays
• 10-15 hours per week (based around your class schedule). Will include:
  o Weekly meeting with co-intern (coordinated based on both schedules)
  o Approximately 5 hours/week serving as an OA & learning OA role
  o “Office hours” to work on SOAR projects, complete OA interviews, etc.
• CFYE Intern Training on Friday, January 12, 2018
• January SOAR Program & setup (January 16-19)
• Round 1 OA group interviews (January 30-February 1, 4:30-8:30 pm as available)
• March 23-25 NODA Regional Conference
• OA Training on Saturday, March 17, 2017 (daytime)
• OA Training on Saturday, April 7, 2017 (daytime)

Summer 2018: 30-40 hours per week (on average, based on SOAR schedule), beginning week of May 24 and concluding with Convocation on September 4.

Fall 2018 and Spring 2019: 5-10 hours per week (option to continue working as an OA given positive performance review; intern role concludes at the end of summer)

To Apply
Please apply through the appropriate link at https://register.soar.wisc.edu/register/student/job/; the application will require you to submit a resume, cover letter, and contact information for two references. Applications are due by noon on Friday, October 27, 2017. The cover letter should address why you are interested in this position and what skills you would bring to the Center for the First-Year Experience.

This position is supervised by CFYE’s Coordinator of Orientation - Operations. Questions about this position should be directed to: Heather Ferguson, heather.ferguson@wisc.edu.

CFYE interns are paid at a rate of $12.50 per hour.