Orientation Assistant (SOAR 2018)
Job Description

About the Orientation Assistant (OA) Position

An OA is part of a student-staff team who works for the Student Orientation, Advising, and Registration (SOAR) program. SOAR welcomes more than 16,000 students and family members over more than 35 SOAR summer sessions. OAs are the “stage managers” that make SOAR run smoothly by expertly communicating with students and families before their arrival on campus, being the first face they see when they arrive at SOAR check-in, and managing the daily operations of the SOAR office.

SOAR is long days, bustling check-ins, professional development, and 40+ student staff members. It is also new student excitement, staff inside jokes, parent and guest questions, and just one of the many programs and opportunities CFYE offers to new students.

Remember: you can’t spell SOAR without “OA!”

Life after SOAR (and College)

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 being an OA is a great way to start building those skills. OAs find that they become more confident leaders, experts at tactful written and verbal communication; adept problem-solvers; masters of teamwork; and organizational wizards (to name a few!).

After summer SOAR, OAs also have the opportunity to keep working in CFYE to support the office’s other new-student programs and support services, and then to serve as mentors for the new group of OAs!

So What Does an OA Actually Do?

Past OAs would likely answer that question with “a lot of random things!” OAs are adaptable and willing to step in wherever they are needed. Some examples of that include:

- Serving as the primary contact for students and families prior to their arrival at SOAR via the SOAR information line, e-mail, and printed materials. This also includes assisting students and families with making reservations in the SOAR database.
- Collaborating with your OA team to run the summer SOAR office, including running multiple check-in locations, preparing deposits, ordering materials, answering student and guest questions, etc.
- Supporting CFYE throughout the academic year, including transcribing information, preparing mailings, compiling data, organizing office spaces, answering phone calls, greeting visitors, assisting at events, running errands, and supporting other CFYE initiatives.
- And much more!
Qualities of a Rockstar OA

- Currently 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 employment (see application section for more info).
- Able to communicate with more than your thumbs!
- Self-driven learner who can use available resources and ask good questions
- Self-starter who isn’t afraid to lift a few boxes*
- Maintains an “all in” commitment to creating an inclusive environment for all people.
- Not focused on being a solo celebrity; being an OA is more like joining a rock band!
- Problem solver, multitasker, and skilled at prioritizing tasks
- Forward-thinker who is able to make sure SOAR is ready for what’s next!
- 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

*CFYE is an equal opportunity employer; all qualified individuals should apply.

When Can You Start?

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

Spring
OAs are required to attend two spring trainings prior to the start of their employment.

- Training on Saturday, March 17, 2018 (daytime)
- Training on Saturday, April 7, 2018 (daytime)

Hours in CFYE will begin the week of April 9th: approximately 7 hrs/week during spring semester.

Summer
May 24-September 4, 2018: Must be available 30+ hours per week. Classes, second jobs, or other major commitments cannot conflict with summer staffing times (Monday through Friday, 7:00 a.m. to 7:00 p.m.). Conflicts must be disclosed and approved by the position supervisor prior to accepting an employment offer. OAs will also be required to work 2-3 Sunday shifts (12:00 p.m. to 4:00 p.m.) throughout the summer.

Fall 2018 & Spring 2019 (optional)
Eligible to continue working during semesters for 5-10 hours per week, given positive summer performance review. OAs are not guaranteed employment after summer, and academic-year hours are not a requirement for the summer position.

Application & Selection Process

There are three components to the selection process:
1. Complete the online application (https://register.soar.wisc.edu/register/student/job/) no later than noon on December 15th. Complete applications include:
   o Application form, including contact information for 2 professional references
   o Cover letter highlighting your qualifications for this position and why you are applying to be an OA. If you have a GPA lower than 3.0, include a statement of explanation in your cover letter.
   o Professional one-page résumé. If you need help creating a cover letter or resume, the UW-Madison Writing Center can assist with this process.

2. Applicants selected during the screening process will be invited to participate in a first-round group interview taking place in late January of 2018. All communication regarding the status of your application will be conveyed via e-mail. Selected candidates will be contacted via email for a first-round interview in early January.

3. Selected applicants will then be invited to participate in a second-round individual interview by February 5, 2018.

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

The starting wage for this position is $10.50 per hour.