SOAR 2019 Operations Intern

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 nine-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 among Operations Intern positions, all interns will supervise the OA team and support advising operations. General responsibilities include:

**Job Duties**

*Supervision, Training, and Community Building*

• Lead the Orientation Assistant team, including:
  - Assisting the Coordinator of Orientation – Operations in with the recruitment, selection, supervision, training, and support of Orientation Assistants—undergraduate students who help facilitate the daily operations of the SOAR office and preparation of the daily SOAR check-in process. This includes providing feedback to OAs, answering questions, keeping training and reference documents updated, troubleshooting, leading portions of training and summer staff meetings, coordinating scheduling, etc.)
  - Provide 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 SOAR student staff members

*SOAR Operations—SOAR Program Functions*

• Perform office duties typically assigned to OAs (answering phones, emails, working with registration system, etc.)
• Resolve reservation/refund issues when possible, and refer 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 and OA team
• Coordinate with CFYE Office Manager and MDS Warehouse Manager to ensure 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 space 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

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

Preferred Experience

• Prior experience with community building or team leadership
• Prior experience with SOAR or CFYE

Important Dates/ Time commitment

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

Fall 2018: Introductory meeting

Spring 2019

• Must be available for Orientation Advising Team (OAT) meetings, 9:00 am- 10:30 am on alternate Tuesdays
• Training on Saturday, March 9, 2019 (daytime)
• Training on Saturday, March 30, 2019 (daytime)
• Approximately 15 hours per week in the office (based around your class schedule)
• CFYE Intern Training (date TBD, mid-January)
• January SOAR Program & setup (January 15-18)
• Round 1 OA group interviews (February 5 & 6, 2019; 4:30-8:30 pm)
• March 15-17 NODA Regional Conference in Des Moines, Iowa (professional development opportunity)
• OA Training on Saturday, March 9, 2019 (daytime)
• OA Training on Saturday, March 30, 2019 (daytime)

Summer 2019
Week of May 20-September 4, 2019: 35-40 hours per week (on average, based on SOAR schedule), beginning week of May 24 and concluding with Convocation on September 3.
Fall 2019 & Spring 2020 (optional)
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)

GPA requirement? 3.0

Documents required/how to apply? (resume, cover letter, references)

Please apply through Handshake, https://wisc.joinhandshake.com/jobs/2056185. Applications are due by 11:55pm on Sunday, October 28, 2018. The application process will require you to submit a résumé, cover letter, and 2 professional references. 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. Pay rate is $12.50 per hour.