SOAR 2020 Orientation Assistant

The Student Orientation, Advising, and Registration (SOAR) program, operated by the Center for the First Year Experience (CFYE), welcomes more than 16,000 students and family members across more than 30 sessions during the summer months. Orientation Assistants (OAs) are essential members of the SOAR Operations Team, which is the behind-the-scenes backbone that helps ensure the entire SOAR program runs smoothly. The OA team directly supports the newest class of Badgers and their families during their transition to UW-Madison throughout their employment. All OAs will work together to complete the full responsibilities of the position. OAs are supervised by CFYE’s undergraduate SOAR Operations Interns and full-time Coordinator of Orientation – Operations. This position begins in March after Spring Recess and the position pay rate is $12.00 per hour.

**Job Responsibilities:**

**SOAR Operations**

- Expertly communicate with students and families before, during, and after their SOAR experience via the SOAR information line, e-mail, in-person, and printed materials. This includes:
  - Assisting students and families with making and editing their reservations in the SOAR Reservation System
  - Being the first face students & families see when they arrive at SOAR check-in
  - Problem-solving and providing excellent customer service skills
- Collaborate with fellow SOAR Operations Team members to run the summer SOAR office, including:
  - Preparing for check-in at multiple locations
  - Supporting the daily operations of the SOAR program
  - Assisting with inventory logs and session setup
  - Other tasks as assigned
- Assist SOAR Operations Interns with support of SOAR academic advising functions in College Library
  - *Note: The OA position is NOT a peer academic advisor position. If interested in peer academic advising, please see the SOAR Peer Advisor position offered through the Office of Undergraduate Advising and your school/college.
- Collaborate with SOAR Programming Interns, New Student Leaders, CFYE Professional Staff, and campus partners to meet program needs

**CFYE Support**

- Serve as a knowledgeable resource for the campus community regarding CFYE as a front desk representative
- Assist transfer students in making advising appointments with Transfer Transition Program staff
- Provide support CFYE initiatives and programs throughout the year as directed by CFYE Professional Staff
- Being adaptable and willing to step in whenever needed

**Requirements:**

- Enrolled as a full-time, undergraduate UW-Madison student for spring 2019; graduating seniors should contact Coordinator of Orientation - Operations for permission to apply
- Must be in good standing academic and non-academic with the University at the time of application, hire, start of employment, and through the duration of employment. All non-academic misconduct will be reviewed for employment consideration.
- Comfortable with frequent movement (i.e. retrieving SOAR materials during check-in, moving between SOAR program locations) and transporting boxes and SOAR items of various sizes
Knowledge and Skills:
- Maintains an “all in” commitment to easing the UW-Madison transition for students and families
- Can both contribute to a team-oriented environment and independently work and make decisions
- Exhibit the ability to work and communicate professionally with a diverse array of students, family members, SOAR team members, and campus partners
- Self-driven learner who can use available resources, ask good questions, test out ideas, and search for solutions
- Committed to creating and maintaining a positive attitude and inclusive team environment
- Ability to problem solve, prioritize, and make efficient use of work time
- Strong organizational skills and attention to detail
- Open-minded, punctual, and adaptable to regular change on-the-job
- Ability to balance work requirements and a fun team atmosphere with peers

Position Benefits:
- Opportunity for year-round employment
- Extensive training and professional development opportunities
- Fast-paced, engaging, supportive, and fun work environment
- Develop extensive skills in professional communication, problem-solving, customer service, and much more!
- Work alongside a small team of OAs and more than 30 additional student and professional staff members who are dedicated to welcoming new Badgers
- Gain knowledge and expertise on a wide range of campus resources
- Position fulfills many UW-Madison Leadership Certificate involvement requirements
- Pay rate of $12/hour and two SOAR polos and one SOAR track jacket
- Enjoy summer in Madison!

Important Dates & Time Commitments
OAs must be available to work on the dates listed below. Contact the supervisor if you have questions or concerns about working all listed dates.

Spring 2020 Semester
OAs are required to attend two spring trainings prior to the start of their employment.

- Training on Saturday, March 28, 2020 (8:00 AM-4:00 PM)
- Training on Saturday, April 4, 2020 (8:00 AM-4:00 PM)
- Training on Saturday, April 18, 2020 (TENTATIVE)

Hours in CFYE will begin following Spring Recess: approximately 7 hrs/week during spring semester.

Summer
- May 21-22, 2020 – Overnight Retreat @ Bethel Horizons
- May 26 – June 4, 2020 – SOAR Staff summer training
- June 4 – August 28, 2020 – Summer SOAR Sessions
  - 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 Coordinator of Orientation - Operations 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.
- TBD - Night at the Overture
- September 1, 2020 – Chancellor’s Convocation

Fall 2020 & Spring 2021 (optional)
OAs are eligible to continue working each semesters for 5-10 hours per week, given positive summer performance review. OAs are not guaranteed employment after summer, and Fall 2020 academic-year hours are not a requirement.
Application Process:
Please submit your application via the UW Student Jobs Board beginning November 18, 2019. The application will require you to submit a current resume and cover letter. **Applications are due by noon on Friday, January 31, 2020.** The cover letter should address why you are interested in the Orientation Assistant position and what skills you would bring to the Center for the First-Year Experience.

All information regarding the status of your application will be communicated via your university email. Selected candidates will be invited to a group interview taking place in early February 2020.

If you need help with your resume or drafting a cover letter, we strongly recommend contacting the Writing Center, your school/college career office, or the Career Exploration Center. These are excellent resources to help you get started or to refine your existing materials.

- Writing Center: [https://writing.wisc.edu/](https://writing.wisc.edu/)
- Career Exploration Center: [https://cec.ccas.wisc.edu/](https://cec.ccas.wisc.edu/)

Position Contact:
Max Wagner
Coordinator of Orientation – Operations
Center for the First-Year Experience
155 Middleton Building
1305 Linden Dr
max.wagner@wisc.edu
608-265-2101

Equal Employment Opportunity Statement:
UW-Madison is an Equal Employment, Equal Access Employer committed to increasing the diversity of our workforce.

Institutional Statement on Diversity:
Diversity is a source of strength, creativity, and innovation for UW-Madison. We value the contributions of each person and respect the profound ways their identity, culture, background, experience, status, abilities, and opinion enrich the university community. We commit ourselves to the pursuit of excellence in teaching, research, outreach, and diversity as inextricably linked goals.

The University of Wisconsin-Madison fulfills its public mission by creating a welcoming and inclusive community for people from every background—people who as students, faculty, and staff serve Wisconsin and the world.

For more information on diversity and inclusion on campus, please visit: diversity.wisc.edu