OTP OFFICE ASSISTANT AS A STAFF MEMBER
Thank you for your interest in the **Orientation and Transition Programs Office Assistant** position with Orientation and Transition Programs (OTP). The **OTP Office Assistant** is a member of the Orientation and Transition Programs’ staff and as such is a part of the staff of the Collaborative for Student Achievement, the Division of Student Affairs, and the Division of Academic Affairs. This position reports directly to the Coordinator for Operations (Angel Gonzalez). Indirectly, OTP Office Assistants report to the Director of Orientation and Transition Programs (Kerry Wenzler), the Associate Director of Orientation and Transition Programs (Keith Lopez), the Assistant Director for Orientation Programs (Charlotte Salinas), the Coordinator for Orientation Programs (Rebecca Groh), and the Coordinators for Transition Programs (Michael Silvey & Courtney Conrad).

REQUIRED QUALIFICATIONS
- Must be a full-time, undergraduate student who will graduate in December 2020 or later.
- Must be a CSU student in good academic and disciplinary standing.
- It is preferred that applicants have a minimum cumulative GPA of 2.6 at the time of application. Because we value student academic success, applicants with a GPA between 2.0 and 2.6, if hired, will be required to complete an academic success and improvement plan with supervisor in order to be eligible to serve in position.
- If selected, OTP Office Assistants must remain in good academic standing throughout term of employment.
- Must possess ability to work behind-the-scenes on detail-oriented projects.
- Must demonstrate a positive attitude, strong work ethic, and a desire to work with people.
- Must be committed to develop and take leadership, communication, and customer experience skills to the next level.
- Must be willing to learn and grow through the position.
- Must be able to move 30 pounds of program materials.
- Must be available for **ALL** OTP Office Assistant time commitments (please see “Time Commitments/Important Dates” section on page 2).
- Must be available to work Spring Semester 2020, between 7-8 hours a week.
- Must be available to work May 18 – August 21, 2020, an expected 40 hours/week during Ram Orientation. Hours are subject to change on weeks with no programming.
- Must be available to work Fall Semester 2020, between 7-8 hours a week.
- Must be available for all OTP programs as assigned.
- Staff members may not hold another job or take an on-campus summer session class during the summer unless approved by Angie.
- **OTP Office Assistants are unable to serve in or apply for the following positions (no exceptions):**
  - 2020-2021 Resident Assistants
  - 2020 Residence Hall Front Desk Staff
  - 2020-2021 Residence Hall Association (RHA)/National Residence Hall Honorary (NRHH) Officers
  - 2020-2021 Key Communities/Global Village Mentors
  - Fall 2020 Bookstore Rush Workers

PREFERRED QUALIFICATIONS
- Possess a commitment to social justice, diversity, and inclusion.
- Be an effective and clear communicator.
- Demonstrate flexibility, creativity, humor, dedication, and attention to detail.
- Be able to create an excellent customer experience.

ADDITIONAL NOTE
- We are seeking to hire 1-2 Office Assistants that are fluent in Spanish speaking to assist with Spanish Ram Orientation sessions. In addition to all other Office Assistant duties, these OA’s will be responsible for:
  - Communicating with Spanish speaking students and guests via phone, in person, and during orientation sessions.
  - Possibility of being asked to translate some portions of the orientation sessions.

RESPONSIBILITIES
The **OTP Office Assistant** will have various responsibilities, which include working in a positive manner with other members of the Orientation and Transition Programs team, campus representatives, students, family members, and guests. **OTP Office Assistants will assist with all OTP programs,**
including, but not limited to: New Student Seminar, Ram Connect, Ram Orientation, Ram Welcome, Transfer Programs @ CSU, and Year 2 @ CSU.

Specific responsibilities include:

- Coordinate and perform office functions such as answering phones, proofing and preparing materials, navigating the reservation system and Orientation and Transition Programs’ website, composing professional and accurate email correspondence, problem solving, etc.
- Attend and fully participate in all OTP Office Assistant trainings (please see “Time Commitments/Important Dates” section on page 2).
- Learn general information pertaining to the eight undergraduate colleges, Intra-University majors, and become familiar with the areas in the Division of Student Affairs and the Division of Academic Affairs in order to convey accurate information at all times and assist students and their family members and guests effectively with questions pertaining to their transition.
- Complete special projects that require contacting departments/offices on and off the CSU campus, maintain organization and timelines, innovate and create new elements of projects in preparation for orientation and transition programs.
- Create an excellent customer experience for all students, family members, guests, and campus partners, including fellow Orientation and Transition Programs staff.
- Maintain a standard of good customer service in all manners of communication with students, family members, and guests as well as the professional and support staff, other CSU staff, and any contact outside of the CSU community to which you represent the university and the Orientation and Transition Programs department.
- Perform program preparation which includes, but is not limited to, preparing all materials, organizing and preparing program check-ins, double checking materials for accuracy, contacting participants, etc.
- Assist in troubleshooting and problem solving any issues that may arise while maintaining a sense of urgency.
- Develop and demonstrate team leadership, responsibility and effective communication skills.
- Demonstrate sensitivity to diversity/appreciation of difference in those you interact with.
- Actively participate in OTP programming in both assigned and unassigned roles.
- Perform other duties as assigned.

**TIME COMMITMENTS/IMPORTANT DATES**

<table>
<thead>
<tr>
<th>Application Process (Dates are subject to change)</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date/Time</strong></td>
<td><strong>Activity</strong></td>
</tr>
<tr>
<td>Monday, September 23, 2019</td>
<td>Application Available</td>
</tr>
<tr>
<td>Friday, October 18, 2019 by 5pm</td>
<td>Application Due Online</td>
</tr>
<tr>
<td>Wednesday, October 23–Thursday, October 24, 2019</td>
<td>Group Interview</td>
</tr>
<tr>
<td>Wednesday, October 30, 2019-Thursday, November 7, 2019</td>
<td>Individual Interview</td>
</tr>
<tr>
<td>Wednesday, November 13, 2019</td>
<td>Position Notification</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Spring 2019 (Dates are subject to change)</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date/Time</strong></td>
<td><strong>Activity</strong></td>
</tr>
<tr>
<td>January 9, 10, 13, 14, 2020</td>
<td>New OTP OA Training</td>
</tr>
<tr>
<td>Tuesday, January 14 – Wednesday, January 15, 2020</td>
<td>Ram Orientation for International Students</td>
</tr>
<tr>
<td>Thursday, January 14, 2020</td>
<td>Online Ram Orientation LIVE/Late Registration Day</td>
</tr>
<tr>
<td>Thursday, January 16 – Friday, January 17, 2020</td>
<td>Spring Ram Welcome</td>
</tr>
<tr>
<td>Wednesday, January 22, 2020 (4:00-6:00pm)</td>
<td>Training</td>
</tr>
<tr>
<td>Wednesday, January 29, 2020 (4:00-6:00pm)</td>
<td>Training</td>
</tr>
<tr>
<td>Wednesday, February 5, 2020 (4:00-6:00pm)</td>
<td>Training</td>
</tr>
<tr>
<td>Wednesday, February 12, 2020 (4:00-6:00pm)</td>
<td>Training</td>
</tr>
<tr>
<td>Wednesday, February 19, 2020 (4:00-6:00pm)</td>
<td>Training</td>
</tr>
<tr>
<td>Wednesday, February 26, 2020 (4:00-6:00pm)</td>
<td>Training</td>
</tr>
<tr>
<td>Wednesday, March 4, 2020 (4:00-6:00pm)</td>
<td>Training</td>
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<tr>
<td>Wednesday, March 11, 2020 4:00-6:00pm)</td>
<td>Training</td>
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<tr>
<td>Wednesday, March 25, 2020 (4:00-6:00pm)</td>
<td>Training</td>
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<tr>
<td>Wednesday, April 1, 2020 (4:00-6:00pm)</td>
<td>Training</td>
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<tr>
<td>Wednesday, April 8, 2020 (4:00-6:00pm)</td>
<td>Training</td>
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<tr>
<td>Wednesday, April 15, 2020 (4:00-6:00pm)</td>
<td>Training</td>
</tr>
<tr>
<td>Wednesday, April 22, 2020 (4:00-6:00pm)</td>
<td>Training</td>
</tr>
<tr>
<td>Wednesday, April 29, 2020 4:00-6:00pm)</td>
<td>Training</td>
</tr>
<tr>
<td>Wednesday, May 6, 2020 (4:00-6:00pm)</td>
<td>Training</td>
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</table>
PERIOD OF EMPLOYMENT
The official period of employment, and time period for which this agreement applies, will be from January 9, 2020 – December 18, 2020. Specific employment responsibilities will consist of all dates listed on the official position description and any subsequent calendars distributed by OTP.

TIME OFF
OTP Office Assistants are required to attend all program dates listed in “Time Commitments/Important Dates” unless previously approved by Angie. Time off will be given during University Holidays and should be taken during:

- Spring Break (although an option to work will be given)
- Fall Break (although an option to work will be given)
- Summer Break
  - June 29 – July 5 (July 4 is a University Holiday)
  - July 20 – August 14
  - Each Office Assistant is given approximately 10 days off total during these weeks. The specific timeframe each OA takes off should be requested as soon as possible because all office operations are continuous.

TERMS OF EMPLOYMENT
OTP Office Assistants must remain in good academic standing during affiliation with Orientation and Transition Programs. If applicant has a GPA of 2.0-2.6, they will be required to complete an academic success and improvement plan with supervisor in order to be eligible to serve in position.

In addition, members of the OTP Office Assistant team are expected to act as a public relations and information person on behalf of Colorado State University, exhibit behavior appropriate to University and civil regulations, demonstrate excellent customer service skills, fully participate in all training activities, and provide feedback to Angie concerning issues of any kind (personnel, programmatic, etc.) in a timely manner.

REMUNERATION
Compensation consists of an hourly wage as scheduled by the official student wage scale of the University with a starting base no lower than $12.00/hour.

OTP STUDENT STAFF EXPECTATIONS
All staff members are required to agree to comply with every expectation as outlined in the “OTP Office Assistant Agreement and OTP Student Staff Expectations” on page 4-6.

APPLICATION PROCESS
- Visit www.otp.colostate.edu to review the position description and details of how to apply.
- Complete the online application by visiting www.otp.colostate.edu, clicking “Apply to be an OTP Office Assistant,” and clicking “Application.” In addition to answering all application questions, you will be required to upload the following:
  - Resume
  - Personal Statement
Résumé and Interviewing Assistance:
Career Center Counselors are available if you need assistance with your resume and/or interviewing skills. You may contact The Career Center at (970) 491-5707 to schedule an individual appointment or stop by during drop-in hours. For more information visit: http://www.career.colostate.edu/

**SELECTION TIMELINE**

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>October 18 5pm MST</td>
<td>Completed Applications Due Online</td>
</tr>
<tr>
<td>October 21</td>
<td>Group Interview Notification</td>
</tr>
<tr>
<td>October 23 OR 24 6:00-8:00pm</td>
<td>Group Interview (if selected)</td>
</tr>
<tr>
<td>October 25</td>
<td>Individual Interview Notification</td>
</tr>
<tr>
<td>October 30 – November 7</td>
<td>Individual Interview (if selected)</td>
</tr>
<tr>
<td>November 13</td>
<td>OTP Office Assistant Notification</td>
</tr>
</tbody>
</table>

Please direct any questions about the position to Angie Gonzalez at: angie.gonzalez@colostate.edu or (970) 491-6011.

Colorado State University is an equal access and equal opportunity university.

**2020 OTP OFFICE ASSISTANT AGREEMENT AND OTP STUDENT STAFF EXPECTATIONS**

Orientation & Transition Programs creates dynamic, student-centered experiences to inspire purposeful transitions.

The following expectations have been established to ensure the best possible experience for you, other students, family members, and guests who attend any OTP program and to promote and foster an inclusive and mission-centered OTP Office Assistant team that creates such experiences.

__________ I recognize and value Orientation and Transition Programs at Colorado State University, and I will actively work to ensure its success and model its mission at all times.

__________ I will strive to uphold and live out the Colorado State University Principles of Community.

__________ I will strive to make all new students and their families and/or guests feel welcome. I will remember my position as a role model and be patient and understanding in my interactions with new students. As a representative of the University I will make every effort to represent both Colorado State University and me in the best light possible. I will be aware that my actions have the ability to influence people’s opinions of both the University and me.

__________ I understand the implications of the personal and professional decisions I make have a direct impact on perceptions of myself, OTP, and the University. I understand that the unique, representative, and influential nature of this highly visible position, and will take responsibility for the experiences I create for others on behalf of OTP.

__________ I will not violate any Colorado State University policy, including those stated in the Student Handbook and the General Catalog.

__________ I agree to continue serving as a role model during my entire time at Colorado State University.

__________ I will continue to be a strong academic role model and maintain a minimum of a 2.6 GPA during the entire term of employment.

__________ I understand the role of an Orientation and Transition Programs team member requires me to be sensitive and open-minded to individual concerns and differences. I will not intentionally engage in any incidents of prejudice or biases related to gender, race, ethnic origin, sexual orientation, religion, ability, age, or appearance.

__________ I will maintain a high level of professionalism. This includes, but is not limited to, abstaining from the use of profanity or inappropriate language, avoiding personal and romantic relationships with participants or direct supervisees or supervisors during the term of employment, or talking poorly about other universities.
Fellow Office Assistant team members will act as my support and resource network. I will rely on them for assistance and will be ready to assist any member of the team.

I will consistently demonstrate positive support for, and respect toward, every individual member of the Office Assistant team. This includes having timely conversations regarding feedback and working to create a positive team environment for everyone.

I will hold my team accountable for their actions. This includes having conversations about not meeting shared expectations, job performance, and other related issues. I will communicate respectfully, openly, honestly, and appropriately about what is on my mind. I also understand that I have people on staff who are there to serve as resources during tough times.

I will neither criticize, nor recommend, specific organizations or businesses to new students. I will, instead, provide objective and impartial information regarding specific Colorado State University organizations and services.

I will not wear or display paraphernalia related to any specific campus organizations with which I may be affiliated during Orientation and Transition programming.

I will abide by all the alcohol and drug policies as outlined by Colorado State University and the state of Colorado.

I understand that alcohol and drugs will not be present or any part of any scheduled or unscheduled Orientation function.

I will not participate in or condone underage drinking or drug use personally and/or amongst team members and/or participants. In addition to being illegal, it is not the culture of our team.

If I am of legal drinking or marijuana consumption age (21), I will not wear Orientation and Transition Programs paraphernalia at any place or event where I may be seen consuming alcohol or marijuana, or where alcohol or marijuana is consumed (i.e. bars, parties, public events) before, during, or after my official employment responsibilities within OTP.

If I am of legal drinking or marijuana consumption age (21), I will not arrive to any scheduled program or staff training under the influence or recovering from being under the influence of alcohol or other drugs.

I will respect and honor the confidentiality of student records and other student information that I may come across.

I will be impartial when discussing specific courses, times, and instructors to ensure all students have an opportunity to create their own academic experience.

I will do my best to provide accurate information to participants. If I do not know the answer to a question, I will either find the answer or refer the person to the appropriate office or resource.

I will not say anything maliciously negative about Colorado State University or any other institution.

I will update and monitor my online community profiles including Facebook, Instagram, Twitter, and all others social media platforms to ensure that the information, pictures, groups, and any other public information are consistent with the agreement of the position. This includes references, either explicit or implied, to underage alcohol consumption, illegal drug use, and any other inappropriate behavior. I understand that this agreement applies to me no matter what I set the privacy settings to.

I will be on time for all events, activities, and office hours. I understand that my contributions to the team and to the program are unique and that if I am late or absent, the team and the program are not complete. Failing to be on time may cause the entire team to be earlier for the next assigned meeting, individually having to report earlier, or other ramifications.

I will be present myself according to Orientation and Transition Programs attire guidelines when specifically asked.
I understand that the position involves a demanding schedule, and that I will be required to work the hours necessary to create and maintain a successful program. This may include early mornings, late evenings and additional hours. I will commit any additional time and effort necessary to ensure that we are completely prepared every program.

I understand that all violations of this agreement are serious and will be addressed on a case-by-case basis by OTP professional staff. Violation of any of the above expectations can result in probation or termination from this position.