



# ORIENTATION AND TRANSITION PROGRAMS COLORADO STATE UNIVERSITY

## 2024 OFFICE ASSISTANT POSITION DESCRIPTION ORIENTATION TRANSITION & FAMILY PROGRAMS

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

### **OTP OFFICE ASSISTANT AS A STAFF MEMBER**

The **Office Assistant** position with Orientation Transition & Family Programs. Office Assistants are members of the Orientation, Transition & Family Programs' staff, and as such is a part of the Division of Student Affairs. This position reports directly to the Program Manager (Amanda Daul), and indirectly to the Associate Executive Director for Orientation, Transition, and Family Programs (Kerry Nakasone Wenzler), the Associate Director of Orientation and Transition Programs (Keith Lopez), the Assistant Director for Orientation Programs (Charlotte Salinas), the Coordinator for Orientation Programs (Makenna Campbell-Hutts), the Coordinators for Transition Programs (Emely Cruz Arrazola, Amanda Penley & Kate Thibodeaux), the Assistant Director for Parent and Family Programs (Colette Sterling).

### **REQUIRED QUALIFICATIONS**

- Must be a full-time, undergraduate student who will graduate December 2024 or later.
- Must be a CSU student in good academic and disciplinary standing.
- A GPA of 2.0 is required. If selected, 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 available for **ALL** Office Assistant time commitments (see "Time Commitments/Important Dates" on pages 2-3).
- Must be available to work Spring Semester 2024, between 7-10 hours a week.
- Must be available to work May 13 – August 16, 2024, an expected 30-40 hours/week during Ram Orientation. Hours are subject to change on weeks with no programming.
- Must be available to work Fall Semester 2024, between 7-10 hours a week.
- Must be available for all OTP programs as assigned.
- Must demonstrate flexibility with the structure of OTP programming, including both in an on-campus or remote setting.
- Possess a commitment to social justice, diversity, and inclusion.
- Staff members may not hold another job or take an on-campus summer session class during the summer unless approved by your supervisor, Amanda.
- OTP Office Assistants are unable to serve in or apply for the following positions (no exceptions):
  - 2024-2025 Resident Assistants
  - 2024 Residence Hall Front Desk Staff
  - 2024-2025 Residence Hall Association (RHA)/National Residence Hall Honorary (NRHH) Officers
  - 2024-2025 Key Communities/Global Village Mentors
  - Fall 2024 Bookstore Rush Workers

### **PREFERRED QUALIFICATIONS**

- It is preferred that applicants have a minimum cumulative GPA of a 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.
- Able to move 30 pounds of program materials.
- Be an effective and clear communicator.
- Demonstrate flexibility, creativity, humor, dedication, and attention to detail.
- Be able to deliver excellent customer experience.



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## 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.
  - This additional responsibility comes with a higher pay rate while translating or interpreting.

## RESPONSIBILITIES

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

### **Specific responsibilities include:**

- **Job responsibilities for the Office Assistant team are subject to change. Office Assistants can expect to work on-campus.**
- 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 (see "Time Commitments/Important Dates" on pages 2-3).
- 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 Transition and Family 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, Transition, and Family 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

<b>Application Process (Dates are subject to change)</b>		
<b>Date/Time</b>	<b>Activity</b>	<b>Location</b>
Wednesday, Oct 11, 2023	Application Available	<a href="https://otp.colostate.edu/about/join-our-team/apply-to-be-an-otp-office-assistant/">https://otp.colostate.edu/about/join-our-team/apply-to-be-an-otp-office-assistant/</a>
Wednesday, Oct 29, 2023 by 11:59pm	Application Due Online	<a href="https://otp.colostate.edu/about/join-our-team/apply-to-be-an-otp-office-assistant/">https://otp.colostate.edu/about/join-our-team/apply-to-be-an-otp-office-assistant/</a>
Tuesday, Nov 7–Thursday, Nov 9, 2023	Group Interview (only one of the 3 dates)	TBD – In-person
Monday, Nov 13 - Friday, Nov 17, 2023	Individual Interview	TBD – Zoom or In-Person
Tuesday, Nov 21, 2023	Position Notification	-
<b>Spring 2024 (Dates are subject to change)</b>		
<b>Date/Time</b>	<b>Activity</b>	<b>Location</b>
Jan 3-12 2024 (TBD)	New OA Training	TBD
Tues, Jan 10, 2024 (TBD)	Ram Orientation for International Students	TBD



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Thurs, Jan 11 – Fri, Jan 12, 2024 (TBD)	Spring Ram Welcome	TBD
Wed, January 17, 2024 (3:30-6:30pm)	Training	TBD
Wed, January 24, 2024 (3:30-6:30pm)	Training	TBD
Wed, January 31, 2024 (3:30-6:30pm)	Training	TBD
Wed, February 7, 2024 (3:30-6:30pm)	Training	TBD
Wed, February 14, 2024 (3:30-6:30pm)	Training	TBD
Wed, February 21, 2024 (3:30-6:30pm)	Training	TBD
Wed, February 28, 2024 (3:30-6:30pm)	Training	TBD
Wed, March 6, 2024 (3:30-6:30pm)	Training	TBD
Wed, March 20, 2024 (3:30-6:30pm)	Training	TBD
Wed, March 27, 2024 (3:30-6:30pm)	Training	TBD
April (actual dates TBD)	Ram Welcome Leader Interview Nights	TBD
Wed, April 3, 2024 (3:30-6:30pm)	Training	TBD
Wed, April 10, 2024 (3:30-6:30pm)	Training	TBD
Wed, April 17, 2024 (3:30-6:30pm)	Training	TBD
Wed, April 24, 2024 (3:30-6:30pm)	Training	TBD
Wed, May 1, 2024 (3:30-6:30pm)	Training	TBD
<b>Summer 2024 (Dates are subject to change)</b>		
<b>Date/Time</b>	<b>Activity</b>	<b>Location</b>
May 13 – August 16, 2024	Office Hours	TBD
June – July, 2024 (TBD)	Ram Orientation for First-Year Students	TBD
May – July 2024 (TBD)	Ram Orientation for Transfer Students	TBD
August 2024 (TBD)	Ram Orientation for International Students	TBD
August 12 – 16, 2024 (TBD)	Ram Welcome	TBD
<b>Fall 2024 (Dates are subject to change)</b>		
<b>Date/Time</b>	<b>Activity</b>	<b>Location</b>
December TBD	Spring Orientation	TBD

## PERIOD OF EMPLOYMENT

The official period of employment, and time period for which this agreement applies, will be from January 3, 2024 – December 13, 2024. 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 for time off by Amanda. Time off will be given during University Holidays and should be taken during:

- Spring Break (although an option to work will be given)
- Summer Break
  - May 27<sup>th</sup>, June 19<sup>th</sup>, and July 4 are University Holidays and the office will be closed
  - July 29 – August 9
    - Office Assistants are given the opportunity to take time off during these weeks. The specific timeframe each OA takes off should be requested as soon as possible because all office operations are continuous.
- Fall Break (although an option to work will be given)



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### **TERMS OF EMPLOYMENT**

OTP Office Assistants must remain in good academic standing during affiliation with Orientation, Transition, and Family Programs. If applicant has a GPA of a 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 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 Amanda 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 \$14.65/hour. Employee benefit information can be found on HR's Website at <https://hr.colostate.edu/current-employees/benefits/>

### **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 5-6.

We are looking to fill 4-5 Office Assistant positions.

Colorado State University may conduct background checks on final candidates.

### **APPLICATION PROCESS**

- Visit <https://otp.colostate.edu/about/join-our-team/apply-to-be-an-otp-office-assistant/> to review the position description and details of how to apply.
- Complete the online application by visiting <https://otp.colostate.edu/about/join-our-team/apply-to-be-an-otp-office-assistant/> 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:
  - Personal Statement

#### **Interviewing Assistance:**

Career Center Counselors are available if you need assistance with your resume and/or interviewing skills. For more information visit: <https://career.colostate.edu/>

### **SELECTION TIMELINE**

October 29, 2023 by 11:59pm MST	Completed Applications Due Online
November 3, 2023	Group Interview Notification
November 7-9, 2023 6-8:30pm	Group Interview (if selected)
November 10, 2023	Individual Interview Notification (if selected)
November 13 – November 17, 2023	Individual Interview (if selected)
November 20, 2023	OTP Office Assistant Notification

Please direct any questions about the position to Amanda Daul at: [amanda.daul@colostate.edu](mailto:amanda.daul@colostate.edu) or (970) 491-6011.



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### 2023 OFFICE ASSISTANT AGREEMENT AND OTP STUDENT STAFF EXPECTATIONS

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*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 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 participants feel welcome. I will remember my position as a role model and be patient and understanding in my interactions with participants. As a representative of the University I will make every effort to represent Colorado State University well. I will be aware that my actions have the ability to influence people's opinions of the University and the CSU experience.
- \_\_\_\_\_ I understand that my personal and professional decisions have a direct impact on perceptions of myself, OTP, and the University. I understand 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.
- \_\_\_\_\_ I understand that throughout my time at CSU, I will continue to be viewed as a role model to those I have interacted with in this position.
- \_\_\_\_\_ I will continue to be in good academic standing during the time of employment. Should my cumulative GPA fall below a 2.6, I will complete an academic success plan with my supervisor.
- \_\_\_\_\_ I understand the role of an Orientation and Transition Programs staff member requires me to engage with individuals who have different identities, experiences and perspectives. I will commit to providing an environment that is free from discrimination that is based on race, age, creed, color, religion, national origin or ancestry, sex, gender disability, veteran status, genetic information, sexual orientation, gender identity or expression, or pregnancy.
- \_\_\_\_\_ 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 staff 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 respect toward, and positive support for every member of the team. This includes having timely conversations regarding feedback and working to create a positive team environment for everyone.
- \_\_\_\_\_ I will not attempt to recruit students to on-campus or off-campus organizations that I am affiliated with, rather I will promote general campus involvement and the benefits therein. Additionally, I will be impartial when discussing specific courses, times, and instructors to ensure all students have an opportunity to create their own academic experience.



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\_\_\_\_\_ 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 OTP function.

\_\_\_\_\_ I will not participate in or condone underage drinking or drug use personally and/or amongst team members and/or participants.

\_\_\_\_\_ 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 in my role.

\_\_\_\_\_ I will do my best to provide accurate information to program 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 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, and illegal drug use. 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, programs/activities, and office hours. Failing to be on time may have unintended impacts to the team and programs, therefore, it is essential to be on time.

\_\_\_\_\_ I will be present myself according to Orientation and Transition Programs attire guidelines as required by my position 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.



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### **PERIOD OF EMPLOYMENT**

The official period of employment, and time period for which this agreement applies, will be from January 3, 2024, through December 13, 2024. Specific employment responsibilities will consist of all dates listed on the official position description and any subsequent calendars distributed by OTP.

### **TERMS OF EMPLOYMENT**

- Staff members must maintain at least a **2.0** cumulative grade point average during the period of employment.
- Staff members must be available for all required training and program dates.
- Staff members must adhere to and abide by all of the previously listed expectations; violations may result in termination.

### **RESPONSIBILITIES**

By signing this agreement, you acknowledge and accept **all** responsibilities listed within the official position description.

### **STAFF EXPECTATIONS**

I, \_\_\_\_\_, accept employment as 2024 Office Assistant according to the terms specified in the official position description. I agree to comply with every Student Staff Expectation as outlined in this agreement. I understand employment is from January 3, 2024, through December 13, 2024.

\_\_\_\_\_  
Office Assistant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

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