

## Orientation Office Staff Job Description

### Term of Commitment

- Begin on Monday, May 11, 2015
- Conclude on Saturday, August 1, 2015.
- There are two positions available to extend paid work until September 4, 2015.

### Qualifications

- Must be a currently registered, full-time Pace undergraduate or graduate student
- Maintain at least a 2.5 GPA at the time of application deadline (March 2015)
- Good judicial standing with no current judicial sanctions at the time of application deadline (Feb 2015)
- Available for 20 hours of work each week during May 11—August 1 including all summer orientation sessions and trainings as scheduled by supervisor(s) - This amount will increase during Orientation sessions.
- Additional employment or classes of any kind during the commitment time frame (except the conclusion of May classes), must be discussed in advance with your supervisor(s) & must not conflict with expectations of the position
- Demonstrate strong communication and customer service when interacting with students, families, and guests (This is not just preferred; it is mandatory and expected in this position.)
- Prepared to learn registration systems and orientation program contents to assist our students and families in navigating through the registration and orientation process

### Expectations

- Provide approximately 20 hours of work per week beginning May 11—August 1 (vacation days or periods of absence are not permitted—this position requires consistency in coverage from all staff members). This amount will increase during Orientation sessions.
- Attend all Office Staff training meetings scheduled during the spring semester
- Contact all incoming students to assist with Orientation registration and confirm registration information
- Exemplify excellent service by thoroughly and positively answering a variety of questions from students and family members about Pace, Orientation, Campus Life, contact information of other departments, and so forth
- Provide precise information to students and families by acquiring a thorough knowledge of Pace's website such as the Orientation Website, SDCA, Residential Life, Athletics, Advising, Academic School Pages, ITS Helpdesk, etc.
- Operate office phones, fax, email, Xerox, Microsoft Office programs, registration/database systems, etc.
- Ability to create instant, positive impressions over the phone in order to provide a high level of care for all orientation questions and needs of students and families
- Provide personal and positive experiences in regards to the Orientation Program and Pace University to increase student and family interest in attending SOAR and the University

- Actively monitor Pace University's facebook page in order to respond to all Pleasantville postings from students and families regarding Orientation and campus life
- Serve as a positive resource to students and families over the phone, email, facebook, and in person
- Conditional rotation of Saturday office coverage may be needed, but this will be determined as a staff
- Work closely and cooperatively with all members of the Orientation Staff
- Maintain a friendly professional working atmosphere within the SDCA office and throughout the program

## **Compensation**

- Free housing from May (date dependent upon preparation of Summer Housing by Residence Life) until August 1.. Any extended housing dates must be addressed and pre-approved by Residence Life before the summer.
- \$1700 Stipend (\$1900 Stipend—Office Manager for experienced Orientation Office Staff)
- Meals provided during each Orientation session
- Pace & Orientation clothing (polo shirts and Orientation giveaways)