

THINK TANK Desk Assistant Position Description

The THINK TANK's goal is to assist students in becoming independent learners by providing a range of resources that develop students' skills and help them succeed academically.

Desk Assistants (DAs) help to further this goal by connecting students to THINK TANK services based on their academic needs, entering student usage data, and providing general office support.

To work as a DA, you must be:

- Enrolled in at least 6 units
- Able to work a minimum of 10 hours per week
- Reliable and professional
- Friendly and eager to help others
- Willing to learn and grow

Duties & Responsibilities

- ◆ Greet & direct incoming visitors
- ◆ Assess students' academic support needs and recommend appropriate THINK TANK services
- ◆ Help students navigate THINK TANK services by explaining policies and procedures
- ◆ Provide information to visitors in person, over the phone, and via online chat
- ◆ Accurately capture student usage data via TutorTrac, maintain spreadsheets, etc.
- ◆ Perform basic office tasks (copying, filing, etc.)

Why work as a DA?

- ⇒ Work on campus with hours that accommodate your class and studying schedule
- ⇒ Network with peers and staff who have a variety of academic and professional experience
- ⇒ Develop and refine transferable skills
 - ⇒ Thoughtful and appropriate communication
 - ⇒ Effective time management
 - ⇒ Accuracy and attention to detail
 - ⇒ Collaboration and team work
 - ⇒ Holistic problem solving



Desk Assistant Application

Date:

Full name:

Phone Number:

Email Address:

Major/Minor:

Additional Materials to submit with this application:

- A cover letter that addresses the following:
 - Why you are interested in working at the THINK TANK
 - How this job fits into your educational/career goals
 - What makes you a good fit for the position
- Your current resume

Scan and email application materials to Nicci Ainuu at nainuu@email.arizona.edu or turn them in at the THINK TANK front desk in Bear Down Gym.

In the boxes below, write the times you have class and the times you are available to work. Please do not list availability 10 minutes before/after a class, especially if the location of the class is far from Bear Down Gym, the Rec Center or Park Student Union.

Sample	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
THINK TANK HOURS	5--9 PM	8 AM--9 PM	8 AM--9 PM	8 AM--9 PM	8 AM--9 PM	8 AM--5 PM
Class 8-10 AM Available 10:30A-5P Class 5-7 PM Available 7-9 PM						