

THINK TANK Desk Assistant Position Description

The goal of the Think Tank is to assist students in becoming independent learners by providing a range of resources that will develop students' skills and help them become successful academically.

The Think Tank provides both free and fee based tutoring, Supplemental Instruction, academic coaching, and mentoring delivered through peer tutors, Academic Skills Tutors, graduate assistants, and professional staff in centralized and satellite locations.

All staff members are expected to work toward the achievement of this goal. Appropriate training will be provided by department staff.

Duties

- Provide exceptional customer service
- Answer phone and transfer calls accordingly
- Greet and direct incoming visitors
- Basic office duties including faxing, copying, filing, etc.
- Frequent use of TutorTrac for scheduling appointments, checking students in, etc.
- Assess a student's academic support needs (tutoring, Supplemental Instruction, etc.) on a case by case basis
- Work at various locations on campus

Qualifications

- Enrolled in at least 6 units
- Familiarity with academic and non-academic campus resources
- Familiarity with Microsoft Office products
- Available to work some evening and weekend hours
- Friendly and eager to help others
- Organized, professional, reliable and dependable
- Able to multitask and perform in high stress/hectic environments
- Able to work a minimum of 10 hours per week

The Think Tank Desk Assistant Application

Make sure application materials are complete before turning them in:

- ✓ **Resume**
- ✓ **Cover Letter**
- ✓ **Hours of availability**
- ✓ **Essay questions**

Email application materials to Nicci Ainuu at nainuu@email.arizona.edu or drop it off at the Bear Down Gym front desk.

APPLICANT INFORMATION			
Last Name	First	M.I.	Date
Street Address		Apartment/Unit #	
City	State	ZIP	
Phone	E-mail Address		
How many hours per week would you like to work?			
Major/Minor			
Are you available to work the spring and fall semesters?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Do you have any experience using Tutor Trac?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	

Please complete essay questions on a separate sheet:

- 1) Why is superb customer service an important characteristic of an organization/ department?
- 2) Why would you be an asset to The Think Tank team?

Hours of Availability

***Highlight areas of availability**

***List availability at the bottom of the page**

Time	Example	Monday	Tuesday	Wednesday	Thursday	Friday	Sunday
8:00 AM							Think Tank closed on Sundays from 8am-5pm
8:30 AM							
9:00 AM							
9:30 AM							
10:00 AM							
10:30 AM							
11:00 AM							
11:30 AM							
12:00 PM							
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2:00 PM							
2:30 PM							
3:00 PM							
3:30 PM							
4:00 PM							
4:30 PM							
5:00 PM						Think Tank closed Fridays 5pm-9pm	
5:30 PM							
6:00 PM							
6:30 PM							
7:00 PM							
7:30 PM							
8:00 PM							
8:30 PM							
9:00 PM							

Example	Monday	Tuesday	Wednesday	Thursday	Friday	Sunday
8am-11am						
4pm-7pm						