

# THINK TANK Desk Assistant Position Description

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



# Fall 2018 DA Hiring Process

**3/23/18:** Applications Due by 5 PM (Incomplete applications and applications submitted after this deadline will not be reviewed for Fall 2018)

**3/25/18—4/2/18:** Applications Under Review

**4/3/18—4/7/18:** Interview Scheduling

**4/10/18—4/20/18:** Interviews

**4/23/18—4/27/18:** Extending Job Offers

**8/18/18 & 8/19/18:** Mandatory Training

If you have questions about the application process that are not covered in this document, please email Nicci Ainuu ([nainuu@email.arizona.edu](mailto:nainuu@email.arizona.edu))

## MANDATORY JOB

### TRAINING

In order to begin working in Fall 2018, you must be able to attend training on August 18 & 19. No makeup training is offered so if you cannot attend this training, you will not be considered for the position.

# Desk Assistant Application

Date:

Full name:

Phone Number:

Email Address:

Major/Minor:

Will you be able to attend mandatory training from 9 AM-5PM on August 18 & 19?

How many hours are you looking to work in Fall 2018?

## **Additional Materials to submit with this application:**

- A cover letter that addresses the following:
  - Why you are interested in working at 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](mailto:nainuu@email.arizona.edu) or turn them in at the THINK TANK front desk in Bear Down Gym.