

**University of Oregon Career
Center Student Position
Announcement:
Front Office Assistant**

About the UO Career Center:

The UO Career Center inspires futures. As educators we serve a diverse population of students and alumni and support them in exploring meaningful careers. We build thoughtful relationships and facilitate connections that lead to experiential learning and professional development opportunities. Through our work we enhance student and alumni success and the value of a University of Oregon education.

Program Description:

The Front Office Assistant an important role in greeting and welcoming a diverse range of clients to the Career Center, (student, faculty, peers, employers, parents) informing clients about programs, events and career related resources. This position will report to the Peer Advising Manager of the Career Center. The Front Office Assistant will support the Career Center throughout the academic year, providing UO students with information, resources, and support. Front Office Assistant/Peer Advisor will work in cooperation with the Career Center Staff to help students create pathways to personal and career success. This position will begin in spring term 2018.

Position Description & Responsibilities

- Receive students, employers, campus staff and the public in a professional and polished manner, (screen office traffic; provide information about university programs, procedures, and services; make referrals when appropriate)
- Answer multi-line telephone (screen and forward calls, make appointments, take complete detailed messages, provide information); respond to multiple email accounts
- Respond to email requests for student appointment as well as employer requests for registering for DuckConnect. Assist students in using DuckConnect and website resources to find jobs, internships or other career search information
- Troubleshooting with students and employers on how to navigate DuckConnect.
- Notify counselors and staff of scheduled and drop-in appointments; check in employers and students for On-Campus Recruiting Program
- Promote workshops and events by intentionally connecting student requests with upcoming offerings
- Receive customer related feedback, communicating issues to appropriate staff
- Perform clerical duties (*filing, make photocopies, complete an assortment of projects as assigned*)
- Represent the Career Center at various events; including but not limited to: IntroDucktion, Career Fairs, Flock Party, Hire-A-Duck fair, Senior Send Off, and Multicultural student events.
- Participate in Career fairs; set up/tear down and other duties as assigned.
- Manage a relevant project during down time. Projects could include: social media management, assessment, career workshops, marketing, or an original career services related project with supervisor approval.

Expectations

Qualified applicants are students enrolled in a minimum of 8 credits. We are seeking students from diverse academic and personal backgrounds who possess:

- Strong interpersonal and communication skills
- An interest in positively engaging with and helping other students
- The ability to work effectively in teams
- A commitment to promoting equity and inclusion at UO
- The ability to maintain strict confidentiality and uphold policies set forth by the Family Educational Rights and Privacy Act

- Flexibility in scheduling to accommodate an eight to ten hour weekly workload during business hours (8am-5pm)

Qualifications

- *Work study award required
- Excellent written and oral communication skills, ability to interact with a wide variety of people tactfully, efficiently, and professionally, in person, via e-mail and on the telephone
- Ability to think quickly, gather information and problem solve answers to unique inquiries and requests
- Comfortable communicating and presenting themselves professionally to students, staff, employers and parents.
- Tech savvy, with the ability to learn new software, detail-oriented and organized with ability to complete a variety of tasks and assignments
- Demonstrated experience with and/or commitment to working effectively with others from diverse backgrounds in support of an inclusive and welcoming environment
- Previous customer service and clerical experience preferred

Outcomes

The student hired for this position will develop their communication, teamwork, problem solving, and critical thinking skills in addition to developing intercultural competence and professional expertise.

Compensation/Reporting Relationship

- 8-10 hours per week during the hours of Monday-Friday 8am-5pm; \$10.25/hour
- Reports to Peer Advising Manager in the Career Center

Application Instructions

Send resume, cover letter, two references, class schedule, and copy of work study award (printed from DuckWeb) to Amanda Beardall at beardall@uoregon.edu or drop off at the Career Center at 220 Hendricks Hall