Receptionist Position Information & Application
The ARC (Academic Resource Center)

General Job Description:
• Prepare reception and service areas for Supplemental Instruction (SI) Leaders and attendees.
• If opening or closing the ARC, receptionist must check out key or check key back in.
• Greet students who walk in, assess their concerns, answer their questions and/or refer them to appropriate SI leader or to those who can answer their questions.
• Maintain a positive and welcoming attitude and presence in the reception area.
• As appropriate, refer students to other campus tutoring centers and help labs.
• Sign students in for SI sessions.
• Assist with tasks that can be done without leaving the reception area:
  o Typing & data entry.
  o Updating records & running reports.
  o Coding survey data.
  o Projects for Academic Support & Retention staff.
• Answer the phone, assess the callers concerns, answers questions and/or refer them to those who can.
• Assist with the monitoring of the ARC program space in the IMU.
• Assist staff with administrative and program support activities.
• Assist in miscellaneous duties as assigned.
• Arrive 5-10 minutes early for the start of shifts.
• Attend all training sessions and scheduled meetings.

Required Qualifications:
• Must be enrolled as an undergraduate student at the University of Iowa during the Fall 2016 semester.
• 3.00 UI grade point average or better. GPA requirement waived for first semester students.
• Excellent interpersonal communication skills.
• Ability to relate to and work with people with various learning styles and needs.
• Attention to details and good organizational skills.
• Must be able work a set schedule throughout the semester. Scheduling is determined based on class schedule and availability of receptionists hired.

Desired Qualifications:
• Experience working in a supervisory capacity or previously holding a leadership role in a group or organization.
• Experience working with confidential information.

Wages:
$9.15/hour, 5-20 hours/week (based on availability)

Hiring and Position Information:
• The ARC opens on Sunday, August 28, 2016 and is open weekly through the last week of classes. There is no work during finals week. Training will take place during the first week of classes.
Applications are being reviewed on an ongoing basis. After the first review of applications, select candidates will be invited to participate in an interview (phone or in person) the week of June 20, 2016. Communication with applicants will be through University of Iowa e-mail.

Applications can be submitted in person to 310 Calvin Hall or via e-mail to stephanie-preschel@uiowa.edu.

Questions? Contact Stephanie Preschel (stephanie-preschel@uiowa.edu)

Please print or type.

Name (First, Middle, Last): ________________________________ Pronouns of Reference: __________

Student ID #: ___________________ Cell Phone #: ___________________

Local Mailing Address: __________________________________________________________________________

University Email Address: __________________________________________

Indicate your student status for the Fall 2016 semester: ☐ Full-time ☐ Part-time

Current year in school: ☐ First-Year Student ☐ Sophomore ☐ Junior ☐ Senior

Number of semester hours completed after Spring 2016: ________________

Major: _______________________________ GPA in Major: ___________ Overall UI GPA: __________

Are you employed elsewhere on campus? ☐ Yes ☐ No

If yes, where? ____________________________________ Average number of hours per week: __________

Please respond to the following questions. Please type out your responses and include them with your application:

• Why are you interested in the receptionist position?

• What do you hope to gain from being a receptionist at the ARC (Academic Resource Center)?

• Please share your experience utilizing academic support resources on campus (e.g. tutoring, Math Lab, Residence Education Tutoring, Writing Center, ARC, Supplemental Instruction, etc). How did that experience impact your academic experience? If you have not used a campus resource, please share how they may impact or benefit a student’s experience?

Reference: Please list one University of Iowa reference. It cannot be an undergraduate student.

Name: ________________________________ Department: ________________________________

Phone Number: ________________________________

Email Address: ________________________________
Scheduling and Work Hours
How many hours are you interested in working each week? _____________

In the chart below, the day and times the ARC is anticipated to be opened are listed. Looking at your schedule for Fall 2016, what days & times are you available to work? please include the time frames you would be available.

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday</td>
<td>11:50 am- 8:00 pm</td>
</tr>
<tr>
<td>Monday</td>
<td>10:15 am- 8:30 pm</td>
</tr>
<tr>
<td>Tuesday</td>
<td>9:45 am- 9:00 pm</td>
</tr>
<tr>
<td>Wednesday</td>
<td>10:15 am- 8:30 pm</td>
</tr>
<tr>
<td>Thursday</td>
<td>9:45 am- 9:00 pm</td>
</tr>
<tr>
<td>Friday</td>
<td>10:15 am- 3:30 pm</td>
</tr>
</tbody>
</table>

If there is anything else you would like us to know about your schedule: ________________________________
__________________________________________________________________________________________

By signing this application, I hereby authorize University College at the University of Iowa to obtain from the Registrar’s Office academic information protected by laws governing student educational records in order to verify my academic standing. The items specifically to be released are the cumulative and semester University of Iowa grade point average and individual course grades. University College will keep this information confidential and will not disseminate it without my authorization.

I certify that all the information given on this application is true and correct to the best of my knowledge. I understand that any misrepresentation or omission of facts on my part will be justification for separation from University College if employed. I understand that my employment is contingent upon completion of the Employment Eligibility Verification Form (I-9) and any other pertinent information (including criminal background checks). I authorize University College to check my references where otherwise indicated on this application. Continued employment is “at will” and may be terminated at any time by either the employee or employer.

_________________________________________________________ __________________________
(Signature)         (Date)

The University of Iowa requests this information for the purpose of processing your employment application. No persons outside the University are routinely provided this information, except for items of directory information such as name and local address. If you fail to provide the required information, the University may not consider your application. The University does not discriminate in its educational programs and activities on the basis of race, national origin, color, religion, sex, age, disability, or veteran status. The University also affirms its commitment to providing equal opportunities and equal access to University facilities without reference to affectional or associational preference. For additional information on nondiscrimination policies, contact the Coordinator of Title IX, Section 504, and the ADA in the Office of Affirmative Action, Telephone (319) 335-0705, 202 Jessup Hall, The University of Iowa, Iowa City, IA 52242-1316.
SUBMIT COMPLETED APPLICATIONS TO:

In person to 310 Calvin Hall or via e-mail to Stephanie Preschel (Stephanie-preschel@uiowa.edu)

Applications are being reviewed on an ongoing basis. After the first review of applications, select candidates will be invited to participate in an interview (phone or in person) the week of June 20, 2016. Review of applications will continue until all positions are filled.

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