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:
  - Typing & data entry, updating records & running reports, and coding survey data.
  - 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.
- Facilitate Academic Success Workshops for student organizations, classes, and other campus groups as needed.
- Communicate issues/challenges as they arise with supervisors.
- 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 and participate in all training sessions and scheduled meetings, including one-on-one meeting with direct supervisor, as well as ARC All-Team meetings.

Required Qualifications:
- Must be enrolled as an undergraduate student at the University of Iowa during the Spring 2020 semester.
- 3.00 UI grade point average or better. GPA requirement waived for first semester UI 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.

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:
$10.50/hour

Hiring and Position Information:
- The ARC opens on Sunday, January 26, 2020 and is open weekly through the last week of classes. There is no work during spring break and finals week. Training will likely take place during the first week of classes, but is subject to change.
- Applications will begin to be reviewed on Thursday, December 5th and will be 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). Communication with applicants will be through University of Iowa e-mail.
  - Applications can be submitted through Handshake, in person to 310 Calvin Hall, or via e-mail to stephanie-huntington@uiowa.edu.
  - Questions? Contact Stephanie Huntington (stephanie-huntington@uiowa.edu)
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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 Spring 2020 semester: ☐ Full-time ☐ Part-time

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

Number of semester hours completed after Fall 2019: _________________

Major: _______________________________ Overall UI GPA: ____________

Are you employed elsewhere on campus? ☐ Yes ☐ No

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

Please indicate your availability (within the daily time frames) for Fall 2018. Please only indicate times that you are available consistently from week to week.

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<tr>
<th>Sundays (9:00 AM-9:00PM)</th>
<th>Mondays (9:00 AM-9:00PM)</th>
<th>Tuesdays (9:00AM-9:00PM)</th>
<th>Wednesdays (9:00AM-9:00PM)</th>
<th>Thursdays (9:00AM-9:00PM)</th>
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How many hours are you interested in working each 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: ____________________________

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 Huntington (Stephanie-Huntington@uiowa.edu)

Applications will begin to be reviewed on Thursday, December 5th and will be 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). Communication with applicants will be through University of Iowa e-mail. Review of applications will continue until all positions are filled.

Questions? Contact Stephanie Huntington (stephanie-huntington@uiowa.edu)