Front Desk Student Assistant

Lesbian, gay, bisexual, transgender, queer/questioning (LGBTQ) Affairs is an exciting community of faculty, staff, undergraduate and graduate students, alumni, and community members. We are dedicated to facilitating a support system that helps students achieve academic excellence and have an enriching experience at the University of Arizona.

The Front Desk Student Assistant position involves a variety of administrative and clerical skills. As the first point of contact for most visitors to the LGBTQ+ Resource Center, Student Assistants are responsible for providing excellent customer service and appropriate referrals. In addition to administrative support, Student Assistants will be expected to maintain the LGBTQ+ Resource Center, assist with marketing Center services and events, update the website, and take on projects as needed.

Job Description:
- Provide administrative support to professional staff including scheduling, listserv management, database entries, website updates, program publicity, copies, typing, filing, and deliveries.
- Staff the LGBTQ+ Resource Center front desk and take primary responsibility for creating a welcoming environment in the Center—including:
  - Provide excellent customer service to all Center patrons.
  - Greet every person who enters the Center, introduce new people to our programs and services, answer any questions people have, and provide necessary referrals.
  - Answer phones and take detailed messages.

“I wholeheartedly believe that if this center were not on campus, I would have dropped out of college after my first semester at the UA. I don't think it has saved my life necessarily, but it has definitely saved my future.”

- Junior, Public Health/Gender & Women’s Studies Major

MINIMUM QUALIFICATIONS
- Proficiency in Microsoft Word and other computer and internet programs.
- Previous experience in an office setting with demonstrated skills in administrative support
- Minimum cumulative grade point average of 2.0
- Demonstrated ability to multi-task and manage time
- Ability to attend regular staff meetings and mandatory trainings
- MUST BE Work Study Eligible

PREFERRED QUALIFICATIONS
- Cumulative grade point average of 2.5 or higher
- Demonstrated experience with marketing and graphic design
- Demonstrated experience creating newsletters
- Demonstrated experience updating websites
- Organize and design displays for bulletin boards and Center Calendar of Events.
- Ensure that there is an inclusive dynamic in the Center and that guests respect the Guidelines and Expectations.
- Track who and how people use the Center.
- Maintain and clean the Center and student information areas.

- Assist the LGBTQ Affairs Graduate Assistant with the Safe Zone Training program, including registration, roster of completed participants, evaluations and other administrative tasks.

- Update on-line calendars with our events, including both campus and community calendars.

- Create bi-monthly LGBTQ+ E-Newsletter during the academic year which includes events and announcements from across campus and the Tucson community.

- Manage Facebook and social media presence for LGBTQ Affairs

- Participate on the Marketing Team, responsible for promotion of all events associated with the Office of LGBTQ Affairs and/or Pride Alliance

- Assist with the development of educational materials (e.g. brochures, podcasts, videos) regarding LGBTQ inclusion.

- Other duties as assigned.

**Academic Year Work Hours:**

Monday through Friday
10am to 5pm

**Pay Rate:** $10 per hour/10 hours per week, starting January 2018

**To Apply:** Please submit a completed application & resume to:

**Jen Hoefle Olson**  
Director for LGBTQ Affairs  
LGBTQ+ Resource Center  
Student Union, Room 404-O  
(520) 626-1996  
jhoefle@email.arizona.edu

**For more information:** Contact the LGBTQ+ Resource Center @ 621-7585, or ualgbtq@gmail.com