2020 OTE OPERATIONS CREW

GENERAL INFORMATION

In an effort to support each student during their transition to the University of Minnesota and on their path to graduation, Orientation & Transition Experiences (OTE) offers high quality, dynamic experiences that cultivate community and empower students to champion their own development and leverage campus resources. OTE is responsible for planning and implementing the University’s Orientation and Welcome Week programs, in addition to many unique programs, which are an integral part of the college experience.

OFFICE RESPONSIBILITIES

- Offer support and assistance to professional staff through engagement in various projects.
- Supporting office initiatives and events related to the matriculation process.
- Balancing academic responsibilities with the requirements of the position.

POSITION-SPECIFIC RESPONSIBILITIES

- Attend and participate in all training sessions;
- Set-up and organize supplies/materials for each event or check-in;
- Facilitate check-in process of new students and parents;
- Answer students and guests’ questions/concerns;
- Facilitate late check-in;
- Provide administrative support for the program, including preparation of program materials;
- Serve as a positive representative of the University and Orientation & Transition Experiences to new students and their guests;
- Complete other projects/tasks as assigned.

QUALIFICATIONS

- The ideal candidate demonstrates initiative, punctuality, reliability, consistency, positivity, friendliness, and has a proactive customer service philosophy.
- This person has multitasking, strong organizational skills, and a strong aptitude for retention of detailed information. Display strong interpersonal, communication, and leadership skills and the potential to develop these skills.
- They have a team-oriented attitude, demonstrates problem-solving skills, and adapts to changing situations and details.
- Enrolled full-time at the U, in good academic standing at the time of application and intend to be enrolled as a full-time student for Fall 2020.

POSITION DESCRIPTION

To help implement the Orientation and Welcome Week programs, Orientation & Transition Experiences will select dynamic and mature undergraduate students to serve as Operations Crew Members. The Operations Crew Members assist in implementing the check-in program for freshmen and transfer summer orientation programs for new, incoming students and their guests and assist with the attendance management for the Welcome Week program. The Operations Crew serves as a valuable resource in assisting new students and their family members with the start of their Orientation experience and provides a first impression of the university. Students are selected for these positions based on the level of their interpersonal skills, diverse abilities and contributions, customer service skills and ability to work in a team setting.

WORK SCHEDULE AND TERMS OF EMPLOYMENT

Operations Crew Members are paid hourly at a rate of $11.00 per hour. There is one mandatory training session: Friday, May 29 (from 9am to 4:30pm).

NEXT STEPS

Interested applicants should complete an online application form which can be located on the OTE Operations Crew page at oste.umn.edu/opscrew

FOR QUESTIONS, CONTACT OTEOPS@UMN.EDU OR 612-624-1979
FRESHMAN ORIENTATION PROGRAM DATES - SHIFT 7:00 - 11:15 A.M.

- Wed. June 3
- Thurs. June 4
- Mon. June 8
- Tues. June 9
- Wed. June 10
- Thurs. June 11
- Mon. June 15
- Tues. June 16
- Wed. June 17
- Thurs. June 18
- Sat. June 20
- Mon. June 24
- Mon. June 22
- Tues. June 23
- Wed. June 24
- Thurs. June 25
- Mon. June 29
- Tues. June 30
- Mon. July 6
- Tues. July 7
- Wed. July 8
- Thurs. July 9
- Wed. August 26
- Thurs. August 27
- Mon. August 3

TRANSFER ORIENTATION PROGRAM DATES - SHIFT 7:00 - 10:30 A.M.

- Tues. July 14
- Wed. July 15
- Thurs. July 16
- Fri. July 17
- Mon. July 20
- Tues. July 21
- Wed. July 22
- Fri. August 21
- Mon. August 24
- Tues. August 25
- Wed. September 2

WELCOME WEEK DATES - AUGUST 10 - SEPTEMBER 5

Approximately 35-40 hours per week during the last two weeks of August. Schedule will be determined based on need by mid-August. All Operations Crew Team Members will be required to be present at the following events to facilitate check-in:

- Welcome Week Prep, Training, & Headquarters responsibilities (as scheduled Aug 10-Aug 28)
- Welcome Week Check-In (Tuesday, September 1 & Wednesday, September 2; shifts from 9:00 a.m. - 9:00 p.m.)
- Welcome to Welcome Week (Wednesday, September 2; time TBD)
- Pride & Spirit (Wednesday, September 2; 6:30 - 8:00 p.m.)
- New Student Convocation (Thursday, September 3; 8:45 - 10:00 a.m.)
- Gopher Football Game (Thursday, September 3; Game time TBD)
- St. Paul Open Houses & Zero Waste Lunch (Friday, September 4; time TBD)
- Explore U & Mall of America check-in (Saturday, September 5; time TBD)
- Other various events as assigned

An additional early August training session, and others if needed, will be scheduled at the discretion of the Assistant Director of Welcome Week and/or Associate Director of Operations; however, advance notice will be given.

Operations Crew Members may have regular outside employment, enroll in summer classes, or commit to other engagements that do not interfere with Operations Crew work schedule.

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