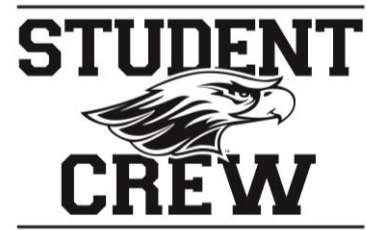


Student Crew Position Description



First Year Experience: Transition • Connection • Integration • Development

Student Crew is responsible for providing support to the professional staff members in the First Year Experience (FYE) office and provides exceptional customer service to all.

Qualifications:

- Full-time UWW student in good University conduct standing & academic standing
- Demonstrated leadership abilities
- Commitment to providing excellent customer service
- Possess strong verbal and written communication skills
- Detail-oriented, organized, self-motivated
- Comfortable using Microsoft Office suite and/or Google Docs
- Positive Attitude & approachable

Student Crew Responsibilities:

- Represent UW-Whitewater and the Office of First Year Experience in a professional manner and with a positive attitude
- Understand & be able to articulate to guests the role of the First Year Experience Office and what FYE offers to incoming and current UW-Whitewater students
- Understand the role of the professional staff members and their programs
- Establish positive relationships with guests, students, faculty, and staff that visit the FYE office
- Act as the first contact & face of the FYE office – greet all who enter the office, determine their need or purpose of the visit, and direct or escort to their specific destination
- Provide excellent customer service over the phone: answer, screen or forward calls, provide accurate information to callers, and take clear messages
- Provide clear and accurate information about First Year Experience and its programs to campus partners, students, and guests including dates of programs & FYE services provided
- Operate office machines, such as computers, multi-function printers, phones, and laminators
- Collect, sort, distribute, or prepare mail
- Accurately record hours worked
- Complete required paperwork and projects assigned by FYE professional staff by the given deadlines
- Remain in contact with supervisor to address issues, ask questions, and report progress
- Perform other duties as assigned by supervisor
- Adhere to all campus policies and state/federal laws. Failure to abide by University policies and/or state law may be cause for removal from the position

Compensation:

Starting at \$9.00 per hour with the opportunity for performance based raises

Selection Process:

Those interested in the Student Crew position can anticipate the following selection process:

1. Complete the online **Student Crew application** via the FYE website:
<https://www.uww.edu/fye/leadership/student-crew>
 - Applicants will be contacted by the FYE Office Manager.
2. Complete an in-person or virtual **individual interview**.
3. References will be contacted.
4. Office Manager will notify applicants of decision whether pursuing or declining to hire.

Questions? Please contact:

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First Year Experience
University Center Room 245
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