

Graduate Assistant (GA), New Student Success

January 22, 2024

Job Title: Graduate Assistant

Department: Office of New Student Success

Position Type: Part-Time (20 hours per week)

Duration: Spring 2024 (15 weeks Jan. – May), ideally candidate will continue the position through summer and fall 2024, with the possibility to stay on for future years

Position Summary

The Office of New Student Success at the University of Montana is seeking a dedicated and enthusiastic Part-Time Graduate Assistant to join our team. Reporting to the Director of New Student Success, the Graduate Assistant will play a crucial role in supporting the successful orientation and transition experiences of incoming students at both the 4-year and 2-year undergraduate level. This position provides an excellent opportunity for a graduate student to gain valuable professional experience in higher education administration and programming while contributing to the overall success and satisfaction of new students and our institution's retention goals. Ideal candidates will have interest in student development, marketing and communication, mentorship, research and assessment, and their own professional development.

Key Projects and Responsibilities

1. Program Development and Support

- Design new and innovative programming to support the transition of currently underserved student populations, such as but not limited to transfer students, adult learners, military affiliated students, and online-only students.
- Develop and facilitate informational sessions for prospective/incoming students and families, and support the growth of UM's Parent and Family Association
- Maintain and develop ongoing communication for families of incoming and first year students throughout the academic year via CampusESP Griz Family Portal
- Support the execution and maintenance of existing orientation (online New Student Orientation) and transition (in-person Big Sky Experience) programs
- Assist in the development of new first-year student programs and initiatives to improve student retention outcomes through the whole academic year

2. Campus and Community Collaboration

- Collaborate and maintain relationships with campus departments, such as Global Engagement, Student Engagement, Military and Veteran Services, the Branch Center, Enrollment and Marketing, to ensure a seamless transition experience for students
- Develop and maintain relationships with community groups and organizations who support UM's transition programming efforts
- Collaborate with other divisional Graduate Assistants and National Association for Orientation, Transition and Retention in Higher Education (NODA) Intern to provide holistic programming for new student success

3. Administrative Support and Customer Service

- Provide excellent customer service to students, families, and campus partners during in-person transition events, and via email, and phone throughout the year
- Aid with student travel paperwork, student hiring process, ASUM procedures, purchase orders and processing, and more.
- Participate in regular team meetings and professional development provided through campus trainings and Office of Organizational Learning and Development offerings

Qualifications

Required Qualifications

- Full- or part-time enrollment in a UM graduate program, preferably in Marketing, Communications, Public Administration, Education, or another related social science field
- Strong interpersonal and communication skills
- Customer service-oriented with a friendly and welcoming demeanor
- Ability to work effectively in a team and independently
- Excellent organizational and time management skills
- Proficiency in Microsoft Office Suite, Box, and Qualtrics
- Flexibility to work evenings and weekends during peak annual programming periods

Preferred Qualifications:

- Prior experience in student affairs, orientation, advising, or related fields
- Knowledge of University of Montana campus resources and services
- Experience with event planning and coordination
- Experience in marketing and communication
- Experience mentoring or advising college-aged students

Additional Opportunities as Assigned

Depending on the interests and goals of the successful GA, there are a wide range of other duties within the Office of New Student Success the GA could assist with. Actual responsibilities and key career skills to develop will be determined between the Director and the successful GA upon their hire. Opportunities include, but are not limited to:

Program Support and Development

- Work in collaboration with the Director of Student Engagement, Campus Activities Board, and UM Housing to support Griz Welcome events for new students in the fall and spring
- Help with data collection, analysis and reporting to assess the effectiveness of orientation and transition programming
- Assist in maintaining and updating orientation materials, resources, and databases

Student Engagement and Mentorship

- Assist in the supervision of two part-time Advocate Coordinators
- Assist in advising the 70+ member UM Advocate student organization
- Co-teach HONR 274, the Advocate Leadership Seminar training course
- Engage with new students and help them connect with campus resources, clubs, and organizations via the Ask an Advocate program
- Serve as a point of contact for student inquiries and concerns related to orientation and transition to college life

Professional Development

- Engage with others nationally through associations and conferences, such as NODA, CIVSA, NASPA, and more
- Possible travel to annual conference, symposiums or institutes
- Lead aspects of the Advocate Leadership Seminar, their annual Spring Retreat, and other training opportunities related to student development and team building

Compensation

This is a part-time position, and the Graduate Assistant will receive a \$5,000 stipend, paid hourly, for approximately 15 weeks at 20 hours per week. A flexible work schedule, including remote work, nights, and weekends are all possible and can be discussed. The position has the potential to continue forward on a semester-by-semester basis. Additional opportunities for professional development and networking within the higher education field will be provided.

Application Process

Interested candidates should submit a cover letter, resume and at least two professional references via Handshake.

The priority deadline for applications is Monday, February 26th. Interviews will be scheduled shortly after the application deadline, but the position will remain open until filled. - ADA/EOE/AA/Veteran's Preference Employer -