

# Information Services Intern-Job Description

## This position is available for:

- Winter 2020 for a minimum of 10-15 hours a week. Candidates will ideally be able to continue through Spring 2020, Summer 2020, Fall 2020, and Winter 2021
  - We are hiring multiple students for this position

## Job Summary

The [LSA Opportunity Hub](#) is a transformational initiative that helps students connect their liberal arts education to their aspirations and professional paths by fostering experiential opportunities and connections with alumni and employers. Apply to be apart of our team as we move into our exciting new [space](#)!

The College of Literature, Science, and the Arts seeks to recruit and retain a diverse workforce as a reflection of our commitment to serve the diverse people of Michigan, fulfill the College's Guiding Principles, and sustain the excellence of LSA. To learn more about diversity, equity, and inclusion visit this [website](#).

## Responsibilities

The Information Services Hub Intern will fulfill responsibilities for Information Services (our front desk service area) in the areas of hospitality, facilities, outreach/ambassador, and special projects. This position will be pivotal during the opening of our new space in Winter 2020. Duties may include, but *are not limited to*:

- **Hospitality** – Working at the information services desk, answering phone calls, developing guest services resources, wayfinding, drop-in triage and greeting, assessment support, and creating a welcoming atmosphere for all Hub guests
- **Facilities** – Arranging space for Hub events, managing Hub inventory, ensuring safety and cleanliness of Hub public spaces
- **Outreach/Ambassador** – Delivering information and resources to LSA departments and units, assisting with Hub interviews, providing assistance for Hub events, and serving on focus groups
- **Special Projects** – Past projects and possible future projects may include but *are not limited to*:
  - Curating and publishing a monthly internal Hub-staff newsletter, including creating article topics and interviewing staff members
  - Developing an Information Desk Quick-Reference Guide
  - Updating Hub Operating and Emergency Procedures
  - Creating Accessible Workshop Outlines
  - Guest Services data collection and analysis
  - Creating and training staff on pronoun usage
  - Leading a staff gratitude initiative
  - Identifying, pitching, and developing your own projects

## This internship would be ideal for:

- LSA undergraduate students interested in customer service, communications, higher education, career services, co-curricular programming, research and administration
- Candidates who have an innovative approach to work; enjoy working in a fast-paced, evolving area; are comfortable taking action in a growing and changing workplace; and who will actively engage in a dynamic, high-performing, collegial team environment. Candidates must prize and work to further our desire for inclusivity. We seek candidates with a commitment to creating access to opportunities for our diverse population of LSA students and have an interest in, and commitment to, the liberal arts.

### **What skills/knowledge will the intern gain from this internship?**

The goal of the Hub internship is for interns to gain experience through the learning outcomes listed below:

- build professional relationships
- acknowledge and respect differences
- develop abilities related to the position
- digital technology
- professionalism
- practice ethical behavior
- critical thinking
- professional growth
- communication

### **What are the benefits of working here?**

- access to exclusive professional development presentations and opportunities
- regular meetings with your supervisor with tailored feedback
- specific on the job and on-going training
- engage with students through tabling, workshops, focus groups, and/or events
- networking opportunities with University of Michigan staff, faculty, and alumni
- collaboration with Hub staff, the LSA college, and U-M constituents
- collaborative work environment allowing for teamwork with other interns and Hub staff
- semester team building activities
- access to free Hub swag including shirts, a water bottle, a passport cover, a business card holder, etc.
- plenty of opportunities for free food

### **What will my supervision be like in this position?**

- Supervisors will provide guidance and support for the intern, while giving them autonomy to work independently
- Supervisors at the Hub focus on giving consistent feedback that is specific to the intern's desired professional and personal development goals
- Supervisors will engage with the intern on a consistent basis to inquire what their goals are and how the internship and the supervisor can provide support to assist them in reaching those goals

### **The essential functions of this position include:**

- traveling to and from various areas of campus and Ann Arbor
- remaining in a stationary position for extended periods of time
- routinely moving audio/visual equipment weighing up to 25 pounds within the building and across campus for various classroom and event needs
- frequent communication and exchange of information with students, faculty, staff, and alumni

### **Duration of Internship**

- Winter 2020, candidates will ideally be able to continue through Spring 2020, Summer 2020, Fall 2020, and Winter 2021
- On average, the Hub Intern will devote approximately 10-15 hours per week to this commitment; the weekly time commitment should not exceed 29 hours, according to the University's student employment policy

### **Required Qualifications**

- U-M undergraduate, must have completed at least one full semester by the start of the Winter 2020 semester
- Must be in good academic standing according to the university's most recent record

- Available 10-15 hrs a week

### Desired Qualifications

- Seeking an LSA degree
- A great communicator
- Highly organized, self-directed, and achieves results
- Able to prioritize and handle multiple projects at once
- Students receiving work study are strongly encouraged to apply
- Applicants who are available to work multiple semesters are strongly preferred
- Availability during 8AM-5PM Monday-Friday, particularly between 8AM-12PM Monday-Thursday

### Compensation

- Intern will earn \$11.00 per hour for approved time worked on a bi-weekly basis

### Words from previous student intern(s) regarding their experience in this role:

“The Hub encourages interns to work on projects that they’re passionate about, take initiative with their experience, connect their education to their profession, and explore their variety of interests through meaningful work. The Hub also prepares undergraduate interns for post-grad life by emphasizing the importance of professional development and providing opportunities to foster professional growth. Thanks to the Hub, I’ve gained vast and significant work experience while making connections and growing professionally.”

~Kara Hansen, Coaching Services Intern 2019-2020

### To Apply:

- Interested students should apply via <https://studentemployment.umich.edu/jobxJobdetailPrint.aspx?JobId=63196&win=True> Job ID #63196. It is not required to respond to the application questions through the student employment portal.
- **Submit your resume AND answers to these questions within the same 1 PDF document titled according to: LAST NAME\_FIRST NAME\_TITLE OF POSITION SUBMITTING FOR**
  - What position are you applying to?
  - Why are you interested in this position within the Hub? (no more than 300 words)
  - What has prepared you for this position? (no more than 300 words)
  - What semesters and exact dates are you available to complete for this internship if hired?
  - How many hours per week will you be available for Winter 2020? List out what your known availability is for each of those semesters M-F 8:30AM-9PM (check [Course Guide](#) that is available as of 10/28)
  - If hired, we will schedule an orientation in early December. What is your availability December 1-15?
  - Please list out 2 references with: name, current title/company, your relationship to them, and email. We encourage you to let your references know that they could be contacted via email if you move forward in the hiring process
  - How did you hear about this position?
- **Posting closes on November 5 at 11:59PM**

The LSA Opportunity Hub is available to offer support on the development of application materials. If you would like assistance on your resume or application questions, please stop by during our drop-in hours Monday-Thursday 9-11-45AM for 20 minute meetings with one of our Hub Coaches. Please direct any other questions to Mariana Naddaf at [manaddaf@umich.edu](mailto:manaddaf@umich.edu).

### Other available intern positions @ the Hub

\*The Hub is hiring for multiple positions and for multiple semesters! Each position has its own application via the student employment portal. Check out our other positions:

- [Transfer Bridges to the Humanities Intern](#)
- [Internship Program Intern](#)