Who are Office Staff?
OSs are the students who drive the behind the scenes communication, organization, and material management of the orientation process for almost 5,000 students and over 3,000 family members each summer. Responsibilities include, but are not limited to:

- Represent and model all the positive qualities of a TU student
- Display excellent customer service while welcoming and transitioning our incoming students to Towson University
- Use technology, such as the Towson University website and our orientation reservation system to assist students and family members with questions and difficulty registering
- Serve as a positive resource for students and family members who may need guidance
- Answer a variety of different questions to help familiarize new students with campus services
- Work with Orientation Leaders to help students and families during the orientation process
- Manage material for new students such as nametags, bag stuffing, and other materials
- Foster an environment that helps new students develop an identity as TU community members
- Encourage student involvement as members of the TU campus community

What are the available positions?
Beginning in January 2018, New Student Programs will be accepting applications for Office Staff. Any student can apply to be an OS, including past members of the Freshman Transition Program (FTP) and students who transferred to Towson University from a 2-year or 4-year school.

New Student Programs strongly encourages student leaders who have experience working with transfer students, U.S. Veterans, students with mental and/or physical disabilities, first generation college students and those who are fluent in a foreign language (Spanish preferred) to apply.

Why should I apply to be an Office Staff with New Student Programs?
If you are selected as an OS, you will receive the following benefits in addition to getting paid:

- Increased leadership and communication skills
- Interaction with a wide variety of faculty, staff, and other important TU people
- Ability to welcome new students to a supportive and thriving campus environment
- Experience working in customer service
- Chance to use your skills and make NSP programming much better!

What is the time commitment of an Office Staff?
During the summer, office staff will work between 4-5 days a week for a total of 33-39 hours a week.

Office Staff will start training one to two weeks after hire. The training will consist of 2-4 hours of training per week based on the new hires schedule. Mandatory training sessions for Orientation Leaders and Office Staff are scheduled for March 28, 2018 and May 5, 2018, in addition to a week-long training session in early June 2018.

New Student Orientation is scheduled to take place from June through August 2018. Welcome to TU will take place from August 23 – September 3, 2018.

Office Staff will work select part time hours based on availability and training needs starting after hire. Full time hours will begin from June 2018 through the first week of classes (August 27-September 3, 2018). Additional hours may be available through the first six weeks of classes up until Family Weekend (dates TBD).
What are the pay and requirements of serving as an Office Staff?
Orientation Staff must meet the following requirements:

- Be willing to engage with different constituencies depending on the program, including families, campus staff, faculty, academic advisers, and other student staff
- Must have a 2.5 cumulative GPA by the end of the Spring 2018 semester and be in good standing with the Office of Student Conduct and Civility Education
- Must be a full-time enrolled undergraduate student at Towson University during the Spring 2018 and Fall 2018 semesters
- Must live in a Towson University residence hall (on-campus housing provided for free for OSs) or live in the Towson area during Summer 2018
- OSs who want to take summer courses must take online/distance learning where they do not have to be in a classroom. Students that wish to take in class course must have pre-approval from the Office of New Student Programs
- Office Staff meeting those requirements earn a wage of $10.10/hour for up to 33-37 hours/week.

Sounds good! How can I apply to be an Office Staff?
Applying is very easy! First, any student who wants to be considered for an Office Staff position can attend one of our interest sessions during the week of February 5-19, 2018. Times and locations of the sessions are:

- Monday, February 5th, 12-1pm in UU 305
- Tuesday, February 6th, 12:30-1:30pm in UU306
- Tuesday, February 6th, 5:30-6:30pm in UU 315
- Wednesday, February 7th, 8:00-9:00 pm in UU 306
- Wednesday, February 14th, 1-2pm in UU 305

You can apply for the position online at [http://www.towson.edu/orientation](http://www.towson.edu/orientation). Applications will be accepted until 5:00pm on February 15, 2018.

What else do I need to submit with the application?
You will be asked upload a résumé at the time of application. If you are unsure on how to complete a résumé, visit the Career Center (in 7800 York Road) or at [http://www.towson.edu/careercenter/students/skills/resume.asp](http://www.towson.edu/careercenter/students/skills/resume.asp) to learn more.

The application asks for my top 5 strengths. What if I haven’t completed a StrengthsQuest survey yet?
No worries! Before you submit your application, go to [http://towson.gallup.com](http://towson.gallup.com) and take the StrengthsQuest survey. It takes between 30-45 minutes to complete. Once you have your top 5 strengths, complete the application.

Do I need recommendation letters or a transcript?
You don’t need to submit recommendation letters or a transcript for the position. However, you will be asked for permission by NSP to check your GPA and student conduct record.

So, once I apply, what are the next steps?
Once you submit your application, the next step is the interview. Candidates will be asked to interview during the week of February 19-February 23, 2018. New Student Programs will contact you to schedule this interview.