



## **OSI LGBTQIA Programs and Services Work Study Student Staff**

UMKC's Division of Student Affairs has opportunities for students who want to gain practical experience in an urban campus environment. The Division seeks to enhance students' experiences at UMKC by providing vital co-curricular programs and support services that help students reach their academic goals.

Work Study Student Staff in these highly competitive positions are an integral part of the Office of Student Involvement team. OSI Work Study Student Staff are directly involved in the daily operations of Office of Student Involvement. Qualifications include excellent administrative, planning, organizational, communication (verbal and written), and computer skills. Candidates must be team-oriented, have initiative, be self-motivated and exceed expectations. Preference will be given to candidates who have knowledge related to the LGBTQIA+ community.

This position reports to the Assistant Director of LGBTQIA Programs and Services.

Specific Responsibilities include, but are not limited to:

### **Office of Student Involvement Responsibilities (20%)**

- Identify needs of individuals and appropriately assist with questions or concerns at the Office of Student Involvement front desk
- Politely greet students and guests to provide quality customer service
- Answer phones
- Assess questions; offer solutions or additional resources such as a manager to assist
- Demonstrate professionalism in a confidential setting
- Implement existing/new tasks, projects, and/or ideas with accuracy and enthusiasm
- Promote services by serving as a representative through conversations with fellow students
- Data entry, mailing and other clerical duties as assigned
- Open/close office responsibilities as needed

### **LGBTQIA Programs and Services Responsibilities (80%)**

- Identify needs of individuals and appropriately assist with questions or concerns in the Rainbow Lounge; track the usage of the Rainbow Lounge
- Coordinate, schedule, record, and assess Peer Education workshops
- Communicate and build relationships with student organizations in order to promote LGBTQIA outreach initiatives
- Attend student organization events and meetings as able
- Assist in the coordination of at least one educational program each semester during the academic year
- Assist with the planning, organizing, and implementing of signature programming like the Ice Cream Social, Ally Photo, Transgender Day of Remembrance, Leadership Retreat, Pride Month, and the Lavender Graduation and Pride Awards Banquet
- Coordinate publicity and promotion of LGBTQIA Programs and Services through print, social media, and tabling opportunities

## Qualifications

- Demonstrated leadership experience
- Ability to work effectively with diverse populations of students
- Willingness to work evening and weekend hours
- Excellent decision-making and time management skills
- Able to maintain confidentiality
- Take responsibility for projects
- Ability to ask questions rather than give incorrect information
- Possess a positive attitude
- Ability to work without direct supervision
- Willingness to learn
- Must be Work Study eligible

## Compensation

- \$8.00 - \$9.25/hr
- 17 hours a week
- Flexible work schedule is promoted; hours are scheduled between 8am and 7pm plus additional events/evening activities