Administrative Assistant – Job Description
UC Davis Study Abroad

Administrative Assistant:
As a UC Davis Study Abroad Student Administrative Assistant, you will get to assist students in preparing for their study abroad experience by providing support to study abroad applicants and staff. This is an opportunity to further develop your office and organizational skills in a supportive and professional team environment.

Administrative Assistants will specialize in one of the following areas: UC Davis Summer, Quarter and Seminars Abroad, Operations, or System-wide UCEAP and Independent programs. The Study Abroad administrative assistant is vital in ensuring that projects are completed in a timely and accurate manner. You may assist applicants and parents with enrollment questions, maintain applicant files, and work on ongoing office projects. You will also help in the coordination of events/services for students and/or faculty. You will work as part of a committed team of peers and professionals in a dynamic deadline-driven environment, and you will gain skills which will promote your personal and professional growth.

Responsibilities:
• Provide administrative support in all aspects of the student enrollment process (e.g. intake, processing and maintaining records, pre-departure requirements)
• Complete special projects as assigned (e.g. working with computer systems, point person for projects, create orientation materials)
• Provide excellent customer service to each individual (faculty, staff, parents, prospective students, senior administration, and others) who contacts UC Davis Study Abroad
• Communicate effectively to diverse audiences and interact thoughtfully with multicultural constituencies, in part to help increase participation in study abroad by underrepresented groups
• Independently research program requirements and deadlines in order to stay current with changing information
• Participate in Study Abroad activities and events including orientations, panels, workshops, information meetings, and tabling events

Requirements:
• Attend a mandatory 2-day training session in mid-September (TBA)
• Attend a mandatory all-day Saturday Summer Abroad Pre-Departure Orientation in May 2017 (TBA)
• Ability to work at Pre-Departure Orientations for all programs during weekend shifts (date/time TBA)
• Demonstrated skill and experience with computer technology, including Microsoft Office (Word, Excel, PowerPoint and/or Access) preferred
• Demonstrated analytical skills to exercise independent judgment and problem solving
• Demonstrated organizational skills to achieve timely progress on multiple simultaneous complex projects, distribute effort appropriately among the projects, meet tight deadlines and maintain a high level of productivity
• Ability to work in an environment with changing priorities and many interruptions
• Demonstrated ability to communicate clearly verbally and in writing
• Demonstrated ability to communicate effectively to diverse audiences and interact thoughtfully with multicultural constituencies
• Demonstrated ability to provide excellent customer service to a variety of clients
• Interpersonal skills to work effectively with a diverse and dynamic professional staff
• Experience with web maintenance, database software, and photo editing programs preferred
• Ability to work **12 to 19 hours per week** including occasional overtime, evenings, and weekends
• Attend regular staff meetings

**Preferred:**
• Recent participation in a study abroad program or travel experience (having studied abroad is **not** a requirement)

**Salary:**
• $10.50 an hour

*There are two application/interview periods:
**Early Application Period:** January 20, 2016 - February 24, 2016
**Spring Application Period:** February 25, 2016 – May 18, 2016
*We encourage you to submit your application materials during the early application period.*

Questions?
studyabroad@ucdavis.edu, 530-757-8308
Study Abroad Administrative Assistant

JOB APPLICATION

PERSONAL INFORMATION

Full Name: ___________________________ Date: ________________

Last          First          M.I.

Local Address:

Street Address          Apartment/Unit #

City          State          ZIP Code

Permanent Address:

Street Address          Apartment/Unit #

Cell Phone: (____)        GPA: __________

E-mail Address: __________ Are you available to work over the summer?

Major: __________

Expected Date of Graduation: __________

INTERNATIONAL/INTERCULTURAL EXPERIENCE

If you have studied abroad or soon will, please list which program(s) (UC Davis Quarter Abroad, UC Davis Summer Abroad, UC Davis Seminars Abroad, UCEAP, Independent Study Abroad) you have participated in or will soon be participating in, the location(s) and how long you were or will be abroad. If you have not studied abroad formally (or do not have specific plans to do so soon), please describe an experience you have had traveling internationally or interacting in the US with a culture that is different from your own.

REFERENCES

List three professional references including phone numbers, email addresses, and job title.
Application Questions:
   (Attach as many pages as necessary)

1. What appeals to you about working at UC Davis Study Abroad? What interests you about this position?

2. After reviewing the job description, what skills and experience do you have that make you qualified for this position? Please include information about your level of skill/experience in at least these areas:
   - Administrative work
   - Computer literacy (please list specific programs)
   - Customer service
   - Organizational skills

   **Note:** You are encouraged to talk about other skills/experiences that are relevant to the job, such as intercultural communication and/or involvement in student organizations on campus.

3. Give an example of a mistake you've made in a previous job. How did you catch the mistake, and how did you remedy it?

4. UC Davis embraces the Principles of Community (principles.ucdavis.edu) which outlines a series of principles to ensure respect and communication across differences and equality and social justice for all. Similarly, we expect study abroad to challenge students to confront their biases and assumptions, and to learn how to communicate better with different people. Choose **one** of the following to answer:
   - Give an example of a time when you were a member of a diverse team. What role did you play, and how did you work with other members to achieve your goal?
   - Describe the most challenging experience you have faced interacting with a different community or culture. How did you attempt to overcome this challenge and what did you learn from the experience?

*Please submit your completed application, resume, and optional cover letter via Aggie JobLink: #805864*

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