Position: The Learning Resources Center is currently hiring qualified individuals for positions of office support staff. Interested students must be available to work about 20 hours/week.

Job Description:

The office support staff at the center is responsible for a wide variety of operational tasks. These include, but are not limited to, the following:

- Process tutorial requests.
- Prepare/update Supplemental Instruction (SI) and tutoring schedules.
- Enter SI and tutoring student utilization data.
- Assist with and prepare SI and tutoring student’s course performance statistics.
- Collect and summarize SI and Tutor evaluations.
- Prepare and tabulate SI session surveys.
- Assist with program/service promotion.
- Assist professional staff with special projects.
- Front desk duties and responsibilities.
- General office and clerical duties.

The office support staff provides valuable assistance in the effective and efficient delivery of services by the center. [Individuals looking for a position where they can do their homework, study and/or socialize need NOT apply.]

Eligibility Requirements:

All interested applicants must meet the initial eligibility criteria described here:

- Have completed at least 12 credit hours at the baccalaureate level.
- Have a minimum GPA of 2.75
- Be a degree-seeking CU Denver student, currently enrolled in courses at Downtown Denver Campus.
- Commit to work at the center for at least two years.
- Have good oral and written communication skills.
- Work-study preferred.

Application Process:

- Pick up an Office Support Staff Application packet in person at the center’s main office.
- Submit completed packet and copies of a résumé.
- A selected group of applicants will be invited for an interview by a hiring committee.

Starting Pay Rate: $11.00 per hour.

The Learning Resources Center with the University of Colorado Denver is an equal opportunity employer.

(Over)
Office Support Position – Application Checklist

The Learning Resources Center appreciates your interest in an office staff position. The center will give each and all applications due consideration.

It is the responsibility of the applicant to ensure that she/he meets all the eligibility criteria delineated on the reverse side. **Applicants who do not meet these criteria will not be considered for the position.**

It is likewise the responsibility of the applicant to submit all the supporting documentation requested. The following checklist is provided for the convenience of the applicant.

- Office Support Staff Application
- Résumé

Upon completion of the application, the center will review the documentation submitted at our earliest convenience. **The center will only contact for an interview those applicants who best fit the center’s programmatic needs and who have passed the background check as required by CU Denver of all employee.** The center will not contact or review the application of individuals who have not completed the application or who do not meet the eligibility criteria or who do not fit the center’s programmatic needs.

Thank you for your attention and cooperation in these matters.
Learning Resources Center – CU Denver  
Office Support Staff Application

Applicant’s Name: ___________________________ Date: ___________________________
Student ID#: ___________________________ Phone: ___________________________
Address: ___________________________ City: ___________________________ Zip Code: ___________________________
CU Denver Student E-Mail Address: ___________________________ @ucdenver.edu

Please indicate days & times you are available to work:

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Office hrs.  
M-R 9-7  
F 9-5

Do you have Work-Study that you can use for this position? _____Yes _____No _____Pending

When do you plan to graduate? __________________________

1. Tell us about a time when you had to resolve a problem with no rules or guidelines in place. If you have not experienced this, please explain how you would deal with this type of situation.

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

2. Tell us about the most difficult customer service experience that you have ever had to handle. Be specific and tell what you did and what the outcome was.

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

–See Reverse Side–
3. Tell us about a situation that required a number of things to be done at the same time. How did you handle it? What was the result? If you have not experienced this, please explain how you would deal with this type of situation.

4. Please describe your computer skills/knowledge.

5. Have you ever been convicted of a felony? Yes ( ) No ( )

If yes, please explain: ____________________________________________________________

CERTIFICATION
I certify that all the information on this application is true and complete. I agree to cooperate fully with additional requests for information. I understand that all necessary application materials must be submitted in order for me to be considered.

Signature: ___________________________ Date: ___________________________

Additional comment/note: ______________________________________________________

___________________________________________________________________________