

Student Employment Application

Tour Guide and Information Guide Positions

Spring 2010



VISITOR & INFORMATION
PROGRAMS
University of Wisconsin-Madison



OFFICE OF
ADMISSIONS
University of Wisconsin

Student Employment Application

Visitor & Information Programs (VIP) is the university's central access point for visitors: the "Gateway to the University." Our student employees are eager to assist students, faculty and staff, and visitors in navigating the UW-Madison campus and surrounding communities. VIP consists of three programs that employ students: Information and Referral (Information Guides), Campus Tours (Tour Guides), and Campus Area Housing (Housing Assistants), providing such services as walk-in, phone, Live Chat and e-mail information and referral service; a Web site linked to hundreds of resources; campus area housing listings; customized group visits; prospective student and family visits; and publications for students and visitors.

Visitor & Information Programs and the Office of Admissions are selecting students to serve as Tour Guides and Information Guides beginning in Spring 2010. We are looking for a group of students who represent the diversity of our student population in age; gender expression; race, ethnicity; sexual identity; religion; city, state, country of origin; personality; major and career goals; campus involvement; and personal interests.

Visitor & Information Programs, the Office of Admissions, and the University of Wisconsin are equal opportunity/affirmative action employers. We promote excellence through diversity and encourage all qualified individuals to apply.

QUALIFICATIONS

- Good academic standing.
- Understanding and appreciation for the diversity on campus as it applies to identity, thought, and experience for our students, visitors, and members of our university community.
- Excellent customer service and interpersonal communication skills.
- Ability to present and represent the university with enthusiasm.
- Knowledge of and willingness to learn about academics, services, activities, cultures, and student experiences at UW-Madison.
- Ability to work cooperatively in a team environment.
- Good problem-solving skills.
- Patience, flexibility, and self-confidence.
- Ability to give and receive feedback effectively.
- Good organizational skills.
- Reliability, punctuality, and dependability.
- Ability to think on your feet.
- Excitement and pride for the University of Wisconsin.

Please Note: Students working for the University of Wisconsin may not exceed 40 hours per week. Please take this into account if you are working for other campus units including the Wisconsin Union and University Housing.

BENEFITS

Working with VIP and the Office of Admissions is a great springboard to other career opportunities regardless of your field of interest.

Consider the following benefits:

- ★ Sharpen your interpersonal communication and public-speaking skills.
- ★ Enhance your problem-solving and customer service skills.
- ★ Learn more about campus resources.
- ★ Develop professional relationships with students and staff.
- ★ With opportunities for advancement, acquire valuable leadership skills.
- ★ Work in a fun and challenging atmosphere.

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STUDENT EMPLOYMENT BASICS

Starting Salary:	\$8.00/hour (with opportunities for advancement up to \$12.00/hour)
Principle Duties:	Our student employees serve as the face of the university community for visitors, prospective students and their families. As such, they are responsible for creating a friendly, welcoming atmosphere while representing the university with tact and enthusiasm. <i>Specific duties vary according to the respective program.</i>
Type of Schedule:	Pre-set weekday, early evening, and weekend hours, including one evening staff meeting per month.
Uniform:	UW-issued shirt or jacket and name tag.

APPLICATION PROCESS AND CHECKLIST

Interested students may apply for both Information Guide and Tour Guide positions by completing all of the following application materials and returning them to the Campus Information Center in the Red Gym by **5:00 p.m. on Wednesday, October 28th, 2009**. Potential interview times are indicated on each position interest sheet.

Completed applications MUST include, IN THIS ORDER:

- ✓ **One-page professional cover letter** addressed to the Student Employee Hiring Team, which highlights your qualifications for the desired position(s) and a response to the following statement:

Please reflect on how your Wisconsin Experience at UW-Madison has contributed to your enthusiasm for this university. Within this one page cover letter, provide **one or two examples** of experiences that make you a unique candidate to represent Visitor & Information Programs and UW-Madison to current students, visitors, and prospective students alike.

- ✓ **One-page professional resume**
- ✓ **Application forms – pages 4 and 5**
- ✓ **Information Guide Interest Sheet and/or Tour Guide Interest Sheet – pages 6 and/or 7**
- ✓ **Applicant Data Questionnaire – page 8**

Incomplete applications will not be considered.

Return application materials by **5:00 p.m. on Wednesday, October 28th, 2009** to:
Student Employee Hiring Team
Campus Information Center, 1st Floor
716 Langdon St. (Red Gym)
Madison, WI 53706

ADDITIONAL INFORMATION

You may also wish to gather information about Visitor & Information Programs by visiting our Web site at www.vip.wisc.edu.

For help on cover letters and resumes, see <http://www.lssaa.wisc.edu/careers/resumes/resumes+cover.html>.

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Please type or print clearly.

Last Name: _____ First Name: _____ Middle Initial: _____

E-mail Address: _____ @ _____

Date of Birth: ____/____/____
MM DD YYYY

PRESENT ADDRESS

Street: _____ Apt. # _____

City: _____ State: _____ Zip: _____

Present Phone Number: _____
XXX -XXX- XXXX

PERMANENT ADDRESS

Street: _____ Apt. # _____

City: _____ State: _____ Zip: _____

Permanent Phone Number: _____
XXX -XXX- XXXX

ACADEMIC INFORMATION

Campus ID Number: _____

Major(s): _____

Overall GPA (as of August 2009): _____

Year in School as of January 2010 (not academic standing): _____
(1st, 2nd, 3rd, 4th, 5th, Grad)

Are you a transfer student? Yes No

When do you intend to graduate? _____
MM/YYYY

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REFERENCES

Please list below the names of two people who can be contacted for a reference regarding your application.

Employment Reference (must be a previous supervisor)

Name: _____ Position or Title: _____

Company/Organization: _____ Relationship: _____

E-mail address: _____ @ _____

Phone Number: _____
XXX -XXX- XXXX

How long have you known/worked with this reference? _____

Additional Reference (including faculty members, former employers, student affairs staff/advisors, etc.)

Name: _____ Position or Title: _____

Company/Organization: _____ Relationship: _____

E-mail address: _____ @ _____

Phone Number: _____
XXX -XXX- XXXX

How long have you known/worked with this reference? _____

SIGNATURE

I have read and understand the attached responsibilities and time commitments of employment with Visitor & Information Programs. I give you permission to check my academic standing. I realize that intentional falsification of statements on this application and attached materials will disqualify me as an applicant for employment.

SIGNATURE

DATE

POSITION PREFERENCE

I am most interested in (check ONE):

Information Guide, but would consider being a Tour Guide. → Submit **both** position interest sheets

Tour Guide, but would consider being an Information Guide. → Submit **both** position interest sheets

Information Guide **ONLY**. → Submit **only** Info Guide Interest Sheet

Tour Guide **ONLY**. → Submit **only** Tour Guide Interest Sheet

Either an Information Guide or a Tour Guide. → Submit **both** position interest sheets
(place me where you think I will do best)

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INFORMATION GUIDE BASICS	
Time Commitment:	7-10 hours per week. A three semester commitment to the Information Guide Program is mandatory. Work shifts are typically 2-4 hours.
Position Start:	Spring 2010
Training Requirement:	Approximately 30 hours of paid training (see dates below)
Principle Info Guide Duties:	Information Guides assist students, faculty and staff, prospective students and their families, visitors, and members of the community with information pertaining to the campus and surrounding area through our main office in the Red Gym and at the Welcome Center on Park Street. Information Guides are often the first contacts within the University for prospective students and parents. They interact with customers either in person or over the phone. In addition, they often spend time in one or more of the following areas: Campus Area Housing, information updating, and the Ask Bucky E-mail Service and Live Chat.
Additional Qualifications:	<ul style="list-style-type: none"> - Exceptional attention to detail. - Ability to juggle multiple tasks at one time. - Basic computer skills (word processing, Web searching). - Ability to type with accuracy.

INFORMATION GUIDE REQUIREMENTS

Name: _____
Last
First
Middle Initial

Availability:

Spring 2010 (required) **Summer 2010** **Fall 2010** **Spring 2011**
*A three-semester commitment to the Information Guide Program is **mandatory**. Summers count as a semester but are not required.*

Training (mandatory): **Tuesday, January 12 – Friday, January 15, 2010** **YES** **NO**

You **must** be available for training in order to be an eligible candidate. Training is roughly 9am to 5pm on the dates listed above. Please explain conflicts below.

Information Guide interviews will be conducted November 16-20. Please indicate ALL times that you are available to attend. All times listed are evening interviews. Selected candidates will receive an invitation to interview via e-mail. Please note that the interview process for the Information Guide position is independent from the Tour Guide interview process.

_____ **Monday, November 16, 6:00-8:00** _____ **Thursday, November 19, 6:00-8:00**
 _____ **Wednesday, November 18, 6:00-8:00** _____ **Friday, November 20, 5:15-7:15**

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APPLICANT DATA QUESTIONNAIRE

We ask your assistance in helping the University of Wisconsin-Madison evaluate its efforts to provide equal access and equal employment opportunity to all groups of people. We request data on the race, sex and ethnic identity of all applicants to monitor our employment practices in accordance with federal executive order 11246 and U.S. Department of Labor discrimination obligations for the university with respect to veterans, individuals with disabilities, and those individuals age 40 and over.

Please take a moment to complete the *Applicant Data Questionnaire* and return it to the Campus Information Center by October 28. **The information you provide will be kept confidential and will only be used in accordance with the laws and regulations referred to above. It will not be considered as part of the hiring criteria.** We appreciate your cooperation to ensure that UW-Madison makes good faith efforts to meet federal affirmative action requirements.

Gender: _____

Racial/Ethnic Heritage (check all that apply):

- White, not of Hispanic origin.** Person who have origins in any of the original peoples of Europe, North Africa, or the Middle East.
- Black, not of Hispanic origin.** Persons who have origins in any of the Black racial groups of Africa.
- Hispanic.** Persons of Mexican, Puerto Rican, Cuban, Central or South American or any other Spanish culture of origin, regardless of race.
- American Indian or Alaskan Native.** Persons who have origins of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.
- Asian or Pacific Islander.** Persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. This area includes, for example, China, Japan, Korea, the Philippine Islands, and Samoa.

How did you find out about this position? (check all that apply)

- My UW Student Newslink Advisor Poster/Flyer RA or Housefellow
- Friend/Word of mouth Information table
- UW Student Job Center Office of Admissions: _____
- Table tent Current/former Employee: _____
- Other, please specify: _____