Transfer Student Success Graduate Intern

Dates of Employment: June 6, 2016-Sep 2, 2016 (start and end dates can be negotiable depending on class schedule)

General Description:
Within the Student Academic Success Center at Metropolitan State University of Denver (MSU Denver), the Transfer Student Success Program is seeking an outgoing and motivated graduate student intern to assist in the development of the Transfer Affinity Group (TAG) peer mentor program and on-campus programming throughout the summer. For more information, please visit our website: http://www.msudenver.edu/sas/

Job Duties:
- Work closely with the Transfer Student Success and Persistence Specialist to develop the TAG peer mentor program
- Create and maintain spreadsheets regarding student communication and services provided
- Help monitor and maintain Blackboard pages for the TAGs
- Assist with event preparation and execution, including TAG events, transfer registration events, and Transfer Student Orientations (TSOs)
- Participate in the daily business operations of the Student Academic Success Center, and attend events as they occur throughout the summer
- Monitor transfer student email account (reply to general questions, work with coordinator and specialist to respond to inquiries, keep track of communication and services provided)
- Complete occasional administrative duties such as scanning and copying
- Work with transfer students as necessary (i.e., peer mentoring, customer service)
- Other duties as assigned

Intended outcomes for graduate intern:
- Learn practical skills working in a higher education setting at the Student Academic Success Center as you engage with professional and student staff, as well as incoming transfer students
- Gain expertise in program development through the implementation of a peer mentor program by researching, writing reports, maintaining deadlines, and theoretical application
- Develop knowledge of transfer concerns, and utilize best practices as they pertain to retention and persistence
- Understand transfer admission policies specific to MSU Denver as they relate to two and four year institutions
- Refine event planning and marketing abilities
- Enhance customer service and communication skills by performing daily operations and corresponding with undergraduate students
**Required qualifications:**
- Exceptional customer service and leadership skills
- Experience with Microsoft Office – especially Excel
- Dependable and trustworthy
- Familiarity with Blackboard
- Excellent communication skills
- Detail oriented
- Committed to Inclusive Excellence and diversity

**Preferred qualifications:**
- Background in marketing and/or event planning
- Ability to work autonomously as well as in a team environment
- Experience with program or curriculum development
- Experience as a peer mentor, counseling, advising, or consulting
- Former transfer student or familiarity with transfer students in a higher education setting

**Education:** Applicant must have a bachelor’s degree and is currently pursuing a master’s degree in Higher Education or a closely related field

**Hourly wage:** Unpaid

**Work hours:** 10 hours/week

**Supervisor email:** Bridget Wetzel
bwetzel2@msudenver.edu

**Application process:** Interested applicants should submit a resume and cover letter to bwetzel2@msudenver.edu

**Position closing date:** April 22, 2016