Transfer Student Support Services

TRANSFER STUDENT GUIDE

JOB DESCRIPTION

Transfer Student Support Services

The mission of Transfer Student Support Services is to cultivate an inclusive environment for students who have transferred to the University of Arizona (UA) and to guide transfer students as they develop academic and life skills through connections to resources and community.

We do this through our work, which includes:

- Provide connections to academic, social, and professional resources.
- Collaborate across campus and the Tucson community to serve students.
- Serve as advocates for the transfer student experience

POSITION SUMMARY

Unit Summary: Transfer Student Support Services (TSSS) is a unit under the Undergraduate Education division. TSSS provides services for prospective and current students, including Transfer Academic Advising, Transfer Peer Mentoring, student support, a sense of belonging, and retention efforts. TSSS manages and operates from the Transfer Student Center (TSC), which serves as a hub and home base for transfer students and transfer initiatives.

Job Title: Transfer Student Guide

Hourly Rate: $15.50 per hour

Job Summary: An important part of the success of the Transfer Student Support Services is the involvement of the Transfer Student Guides (TSGs). Transfer Student Guides serve as points of contact and resources in the TSC, responding to prospective and current transfer student questions and concerns, engaging with transfer students at events, and coordinating and participating in programming and events designed to build community and facilitate students' transition to the UA campus through front desk assistance and peer mentoring.

PREFERRED KNOWLEDGE, SKILLS & QUALIFICATIONS

- An interest in serving transfer students
- Demonstrate respect and professionalism in a manner that reinforces the mission and values of Transfer Student Support Services
- Take initiative and work independently
- Demonstrate time and task management skills and high reliability
- Have baseline knowledge of Transfer Student Support Services, the Transfer Student Center, & the University of Arizona, including programs, events, and/or services
- Possess adequate organizational skills
- Demonstrate excellent written and oral communication skills
- Experience planning events
- Experience designing promotional and marketing materials
- Willing to learn and adapt to new technologies relevant to job duties

- Exhibit proficiency in Microsoft Office suite (Word, PowerPoint, Excel, Outlook, & Teams)
- Willing to work with diverse communities, including a commitment to cultural competence (in self and others)
- Commitment to creating a welcoming and positive academic/social environment for the diverse transfer student population
- Available to work a minimum of 10 hours per week

DUTIES & RESPONSIBILITIES

- Greet and welcome prospective and current transfer students to the TSC
- Answer inquiries via phone and email
- Provide administrative and front desk support
- Meet with prospective & current students for mentoring sessions
- Update Trellis appointments and case details
- Assist with TSSS programs and workshops
- Plan events and activities in the TSC
- Design promotional materials and market events
- Post updates about TSC events and UA campus/Tucson activities on social media pages, & Teams
- Maintain and update TSC resource bulletin board
- Become knowledgeable about campus resources available to transfer students
- Seek information and resources of value and interest to transfer student population for distribution
- Promote TSSS programs and activities across campus and through tabling events
- Maintain a professional and welcoming environment
- Collaborate with campus partners in supporting transfer students through panels, events, etc.
- Other duties as assigned by the TSSS leadership team

ACADEMIC QUALIFICATIONS

- Minimum cumulative GPA of 2.50; 2.75 preferred
- Currently enrolled for the fall 2026 semester at the University of Arizona as an undergraduate student (minimum six units)
- Successful completion of at least one semester (12 units) at the University of Arizona is preferred but not required

TRAINING, MEETINGS & RETREATS REQUIREMENTS

- Attend training before the start of the semester (January 11th & 12th)
- Attend weekly team meetings (Thursday at 8 AM)

PROGRAMS & EVENTS EXPECTATIONS

Transfer Student Support Services

One of our expectations of all our employees is to embrace an “all hands on deck” mentality. With that in mind, you may be asked to work a program or event in the evening, weekend, or outside your regular schedule. Additional shifts or event hours will be negotiated with your direct supervisor, with the following in mind:

- Student staff will be paid for any program they work outside of their role in the office.
- Students are expected to work at least 10 hours per week but cannot exceed 25 hours per week.
- Exceptions will be made for academics (classes or instructor led review/study sessions).
- A calendar of events will be provided during the training, informing staff of work commitments throughout the academic year.