

Buff Info Student Liaison

Job Title: Buff Info Student Liaison
Job Category: Student Assistant I
Department/Group: Strategic Relations / Buff Info
Salary Range: Start \$15.00
Position Type: Part-time Student Employment

TO APPLY

Please email a completed **Application Form** (included below) and your **Resume** to Buff Info at buffinfo@colorado.edu with the subject line: Student Liaison Application

WHO WE ARE

<https://www.colorado.edu/buffinfo>

Buff Info is CU Boulder's centralized point of contact for information and resources. Have questions? We're here to help. Buff Info is CU Boulder's centralized resource for all students, faculty, staff and community members. Our team of staff and students will provide answers to your questions to quickly guide you to campus resources.

WHAT YOU WILL DO

- Ask questions via chat, email or phone
- Provide help with general information
- Connect Students, Families, Faculty and Staff to campus resources

Buff Info can provide information about:

- Academic support
- Athletics
- Financial services
- Health and Wellness services
- CU Events
- Registration and enrollment
- Student resources

ROLE AND RESPONSIBILITIES

The Buff Info Liaison will need to demonstrate self-sufficiency, competency, teamwork, and will be actively working on their own with emails, chats and phones.

Participate in the Buff Info day-to-day cases; follow up with client, documentation, trends, and training. This includes providing constituent support to the University of Colorado Boulder community via phone, email, and chat for general university-related questions and requests.

The position is responsible for first-level assessment and triage determination for these questions and requests, as well as for questions and requests that would normally be routed to partner departments. In this job you will...

- Maintain proficient knowledge by reading emails, identifying patterns, updating the Buff Info knowledgebase, and following trends.
- Actively work Buff Info cases
- Accurately capture relevant and detailed information for reporting purposes
- Work with a team on organizational projects • Work to continue the development of the Buff Info Knowledge Base.
- Be proficient with and use tools to perform the function of being the single point of contact for campus information disbursement.
- Expected to use tools and resources according to campus IT policies.
- Navigate the Buff Info workstations to pull up personal data, enter case notes, and communicate with team members

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Current student, taking six credit hours or more or Enrolled in the Leave of Absence program with the Office of the Registrar (you do not have to be enrolled in Summer classes to apply).
- Candidate needs to be intensely interested with helping people, answering questions, providing accurate and timely information concerning campus events, policies and procedures.
- Employee must be able to work a set but flexible schedule around academic course times. Employee takes initiative in their work and owns their actions. Consistency is key.

Preferred Skills

- Strong writing and communication skills
- Strong soft skills
- Attention to detail
- Experience in the service industry is desirable.
- Effective Communication in a Remote Setting.
- Coursework in communication or writing oriented classes. (Humanities based majors such as English, Communications, Strategic Relations, Journalism, Sociology, Anthropology, Ethnic Studies, Education, or any other related field.)

REQUIRED MINIMUM HOURS

Must commit to working 12 hours per week to maintain proficient knowledge. More hours may be available as business needs change and as terms change. More information on student employee work hours through CU Student Employment

<http://www.colorado.edu/policies/student-hourly-employee-work-hours>

WORK MODALITIES

The Buff Info Staff is currently remote. Our Student Employees also work remotely. Depending on their class schedule and the needs of Buff Info, however, Student Employees may work on campus.

TO APPLY

To apply for this position, please send your resume and a completed Buff Info application to buffinfo@colorado.edu with the subject line: Student Liaison Application.

Please note: A criminal background check is required for this position.

Application for Student Employment

Personal Information

Full Name

Street Address

City Boulder

State CO

ZIP

Phone

CU Boulder IdentiKey

Student ID

Date

Are you an undergraduate student? Yes No **Are you a Colorado resident?** Yes No **Are you eligible to work in the US?** Yes No **Have you ever been convicted of a felony?** Yes No

Do you have a work-study award? Yes No

If so, how much? \$

How many credit hours are you taking at CU? 17

When are you available to start?

How many hours would you like to work during the academic year, while under a full course load?

Enter approximately how many hours you would like to work, along with any reservations or anticipated absences.

How did you hear about this position?

CU Boulder Today, OIT Website, Career Services, Friend, Coworker, Teacher, Personal Experience, Etc.

Education

Year in School Freshman Sophomore Junior Senior Other

Other (Explain)

Major

Minor

Expected Graduation Date

Have you taken communication-oriented classes/courses? If so, please list them below.

Employment History and Work Experience

Please attach a resume with your work experience and associated skills.

Are you currently working for another department at CU Boulder? Yes No

Who? Department