

May, 2000

## **GRADUATE STUDENT EMPLOYMENT APPOINTMENT AND REAPPOINTMENT PROCEDURES**

The hiring process focuses on finding a good fit for the Human Resources and Organizational Development Department in the Division of Auxiliary Services and the Graduate Student. The student gains ongoing learning opportunities, support, supervision and work experience, up to a period of three years, if the working relationship is mutually satisfactory. There are periodic performance reviews; returning students are given salary increases and more responsible roles in departmental projects.

The graduate intern hiring process in the Auxiliary Services Human Resources and Organizational Development department is as follows.

1. A need for interns to accomplish specific tasks and/or projects is established, and the Senior Manager develops a job description.
2. The job description is sent to GEO, and is also sent to a variety of other departments on campus (e.g., the Center for International Education, Labor Studies, School of Education, School of Management, Center for Teaching, Social Justice Education Program, and the Office of Graduate Minority Recruitment).
3. As candidates send in their resumes, they are reviewed for qualifications as described in the posted job descriptions.
4. Qualified candidates are identified and interviewed. All candidates are asked the same questions, which are based on the job description.
5. After the interviewing process, reference checks are completed, and offers are made to the most qualified candidates for the open positions.
6. Letters are written to unsuccessful candidates.
7. A Graduate Student Assistantship appointment form is completed for the successful candidate, appropriate signatures are secured and the form is forwarded to the Graduate School for processing.

Samples of job descriptions for workplace training and organizational development interns are included.

**DIVISION OF AUXILIARY SERVICES  
HUMAN RESOURCES & ORGANIZATIONAL DEVELOPMENT  
GRADUATE INTERNSHIP – WORKPLACE TRAINING**

**Qualifications**

1. Currently enrolled in a Master's, Doctoral or CAGS program in relevant field, (i.e., Education, Human Resources, Management and Labor Relations, Psychology).
2. Understanding of the role of training in organizational interventions and in the process of organizational change.
3. Experience in facilitating workshops on various topics (e.g., conflict resolution, customer service in a diverse community, teambuilding in a diverse workplace, supervising a diverse workforce).
4. Awareness of diversity workforce issues and ability to integrate multicultural perspectives into organizational development practice and interventions.
5. Computer literacy (Microsoft Word, Power Point, Excel); ability to use the Internet for information gathering.
6. Demonstrated understanding of the dynamics of organizational change, group development, and process consultation.
7. Must be open and receptive to working in and with groups.
8. Must possess excellent verbal and writing skills.
9. Must have strong leadership qualities and the ability to work with people.

**General Statement of Duties**

Under the direction of the Senior Manager of Human Resources and Organizational Development, graduate interns will be responsible for the development and implementation of training programs to meet identified Auxiliary Services needs, including workforce diversity issues; customer service; conflict resolution; employment and career development; leadership and communication skills, management and organizational change; and personal effectiveness and wellness.

**Specific Duties Include**

1. Participate in all phases of program planning, including regularly scheduled meetings.
2. Participate in the development and delivery of customized educational training workshops for Auxiliary Services employees.
3. Assist with the identification and/or development of appropriate training resources for Auxiliary Services employees.
4. Participate in the evaluation of workplace training offerings.
5. Complete special projects as assigned.

## **Position Description**

Full-time (20 hours per week) or part time (10 hours per week) during regular semesters, with possibility of summer employment. Reappointment option extends for two years if job expectations are satisfactorily met.

(trainjob.doc – 5/2000)

### **DIVISION OF AUXILIARY SERVICES HUMAN RESOURCES AND ORGANIZATIONAL DEVELOPMENT GRADUATE INTERNSHIP -- ORGANIZATIONAL DEVELOPMENT**

## **Qualifications**

1. Currently enrolled in a Master's, Doctoral or CAGS program in relevant field, (i.e., Education, Human Resources, Management and Labor Relations, Psychology).
2. Experience with law enforcement agencies.
3. Understanding of the role of training in organizational interventions and in the process of organizational change.
4. Candidates must have demonstrated experience in training at least two of the following areas: workplace diversity, customer service, conflict resolution, workplace change, performance management, and team learning. Familiarity with the concepts of learning organizations is also helpful.
5. Awareness of diversity workforce issues and ability to integrate multicultural perspectives into organizational development practice and interventions.
6. Computer literacy (Microsoft Word, Power Point, Excel); ability to use the Internet for information gathering.
7. Demonstrated understanding of the dynamics of organizational change, group development, and process consultation.
8. Must be open and receptive to working in and with groups.
9. Must possess excellent verbal and writing skills.
10. Must have strong leadership qualities and the ability to work with people.

## **General Statement of Duties**

Under the direction of the Senior Manager, Human Resources & Organizational Development, graduate interns will be responsible for assisting in the development and implementation of the Organizational Development Program. This internship includes responsibility for working with the Training Division of the Springfield Police department to develop and deliver a variety of in-service training workshops.

## **Specific Duties**

1. Intake all requests for organizational development services.
2. Develop organizational assessment instruments
3. Conduct departmental needs assessments through interviews, focus groups, surveys, or other appropriate means.
4. Analyze data provided in assessments and evaluations; present to program manager.
5. Maintain program records (letters, survey responses, case management files, etc.)

6. Prepare follow up reports.
7. Develop handouts and other materials needed for customized training.
8. Complete special projects as assigned.

### **Position Description**

Employment is 20 hours per week during regular semesters, with possibility of summer employment.

Reappointment option extends for two years if job expectations are satisfactorily met.

(odjob.doc – 5/2000)

**GRADUATE INTERNSHIPS  
AUXILIARY SERVICES DIVISION  
Human Resources & Organizational Development Department**

- **Type of Appointment: Internship – Workplace Training**
- **Application Deadline:**
- **Contact Person: Patricia Crutchfield, Senior Manager, Human Resources & Organizational Development, Auxiliary Services  
413-549-6000/ext. 7864**
- **Please send resume and cover letter to Campus Center 822**

### **Specific Duties**

1. Participate in all phases of program planning, including regularly scheduled meetings.
2. Participate in the development and delivery of customized educational training workshops for Auxiliary Services employees.
3. Assist with the identification and/or development of appropriate training resources for Auxiliary Services employees.
4. Participate in the evaluation of workplace training offerings.
5. Complete special projects as assigned.

**Hrs/Week: 20 Stipend: Current GEO contract**

**Dates of appointment: Current academic year**

### **Qualifications**

1. Currently enrolled in a Master's, Doctoral or CAGS program in relevant field, (i.e., Education, Human Resources, Management and Labor Relations, Psychology).
2. Understanding of the role of training in organizational interventions and in the process of organizational change.
3. Experience in facilitating workshops on various topics (e.g., conflict resolution, customer service in a diverse community, teambuilding in a diverse workplace, supervising a diverse workforce).
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**GRADUATE INTERNSHIP  
AUXILIARY SERVICES DIVISION  
Human Resources & Organizational Development Department**

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- **Application Deadline:**
- **Contact Person: Patricia Crutchfield, Senior Manager, Human Resources & Organizational Development, Auxiliary Services  
413-549-6000/ext. 7864**
- **Please send resume and cover letter to Campus Center 822**

**Specific Duties**

1. Intake all requests for organizational development services.
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