We are seeking qualified applicants to fill a variety of positions: assisting with our Dinner on Us and Special Saturdays programs, staffing at the Amherst Family Center, and staffing the front desk at the Office of Family Resources. Please submit the application, which can be found on our website, to Zemora Tevah, Graduate Assistant, at ztevah@sacl.umass.edu. We will be in touch if we’d like to select you for an interview. At that point, we will discuss together which position(s) makes the most sense for you based on your availability, skills, and interests.

WHAT IS THE OFFICE OF FAMILY RESOURCES?

Under the general direction of the Associate Dean of Students, Off Campus Student Life and Community Engagement, the Office of Family Resources performs a variety of functions and responsibilities related to delivery of services that support UMass Amherst undergraduate and graduate student parents. The Office of Family Resources is committed to increasing access to and awareness of programs that can enrich and empower families to succeed in their personal, professional and educational pursuits. Our department is dedicated to maintaining a welcoming and supportive environment that enhances the lives of the diverse mix of families who live, work, and study at UMass. Our physical space includes areas where individual parents can get respite, support, and small groups of parents can meet.

WHAT SERVICES AND PROGRAMS DO WE PROVIDE?

Office of Family Resources (OFR) programs currently include the Amherst Family Center (AFC), a parent education workshop series (Dinner On Us), an interactive cultural enrichment and a creative arts series for parents and children (Special Saturdays), Care.com memberships for student and AFC parents, and management of the Undergraduate Child Care Tuition Assistance program (CCTA). In addition, OFR provides campus families with support including information and referral in the areas of: parenting, child development, community resources, and school or work/family issues. OFR works closely with the campus childcare program, the Center for Early Education and Care (CEEC); both departments are under the Dean of Students Cluster within Student Affairs and Campus Life (SACL).

WHAT ARE SOME OF THE QUALITIES THAT WE ARE LOOKING FOR IN AN APPLICANT?

• Experience working with families of young children from diverse cultures and communities
• Excellent verbal, written, and interpersonal communication skills
• Outgoing and personable, creative and energetic
• Ability to maintain a positive, welcoming, and friendly atmosphere
• Ability to take initiative as well as work collaboratively
• Strong customer service skills; organized and motivated
• Computer proficiency including Microsoft Office, social media
**WHAT ARE THE REQUIREMENTS FOR ALL APPLICANTS?**

- **Available for both the Fall 2017 and Spring 2018** semesters (we understand that your schedule will likely change next semester and will work together to accommodate these changes.)
- Undergraduate or graduate student enrolled in a degree granting program (preferably related to job duties) and in good academic standing
- Commitment to departmental goals, policies, and procedures including commitment to serving families of young children from diverse cultures and communities
- Able to understand and follow oral and written communications; to disseminate information and provide assistance clearly, accurately, and succinctly for the appropriate audience in person, by telephone, and in writing
- Adherence to our absence policy which includes clearly and promptly communicating if you expect to be absent for any reason
- Able to communicate a working knowledge of our various OFR programs in a friendly, consistent, and personable manner
- Maintain confidentiality of program participants
- Able to work in an open area with varying levels of activity, background noise, and interruptions

**WHICH POSITION(S) WOULD BE THE BEST FIT FOR YOU?**

**Office of Family Resources (OFR)**
- Must be available for at least one shift per week: A shift is 3 or 4 consecutive hours between 10-2pm Monday-Friday
- Staffing the front desk in our office in the Student Union
- Providing personable customer service to student parents and their families over the phone, via email, and in person, conveying information about our various programs
- Clerical duties including answering phones, filing, voice mail, social media, and other duties as they arise
- Learn more about the Office of Family Resources [here](#)

**Amherst Family Center (AFC)**
- Must be available for at least one shift per week: Tuesday, Thursday, or Friday from 9AM-12:30PM
- Assist Amherst Family Center professional staff in the promoting of activities that contribute to children's literacy and development. Activities take place in the AFC mixed age classroom and on-site professional staff provides supervision with expertise in designing age and developmentally appropriate activities for young children.
- Assist staff in set up and clean-up duties associated with the playroom and the program.
- AFC Serves families with young children birth to 5 years through a variety of programs and services. Parents, grandparents and caregivers bring their children to the program to learn, play and socialize.
- Learn more about the Amherst Family Center [here](#)
- The AFC is located off site approximately one mile north of the campus. Several PVTA busses bus stop across the street.
**Dinner on Us (DOU)**
- Must be available every Monday evening when school is in session, 4:30PM-8:00PM. No more than 2 evenings per semester may be missed, and any absences must be clearly and promptly communicated.
- Assist in the promoting of activities that contribute to children’s literacy and development. These activities take place in the designated pop up classroom area in the Student Union Building.
- Assist with set up and clean up duties associated with all aspects of the program.
- Approximately 20-30 young children participate in the program’s supervised children’s play area and the children are a mix of infants, toddlers and preschoolers.
- Learn more about Dinner On Us [here](#).

**Special Saturdays (SS)**
- Events take place once a month on a Saturday, usually from 9:30am-12pm. Must be available for the Special Saturdays for Fall Semester: 10/14, 11/4, and 12/2. Must be available Special Saturdays for Spring 2018, which are tentatively: 2/10, 3/3, 4/14, 5/5. No more than one Saturday per semester may be missed, and any absences must be clearly and promptly communicated.
- Assist with monthly special events for young children birth to 5 years and their caregivers including arts and crafts, pumpkin carving, performances, Preschool Fair, and other special events.
- Assist with set up and clean up duties associated with all aspects of the program.
- Learn more about Special Saturdays [here](#).

**WHAT ELSE SHOULD YOU KNOW?**

**Compensation**

All students including work-study and non-work study students are eligible to apply. Preference given to work-study applicants. Pay rate is $11.50/ hour for all positions.

**To apply:**

After reviewing the job description, please download the application form from our website and email it to Zemora Tevah, Graduate Assistant for the Office of Family Resources, at ztevah@sacl.umass.edu.