



CSHPE Internship Job Description

2024-2025

Program/office name: School of Information, Career Development Office

Intern's job title: Career Education and Mentorship Intern

Office location/address: UMSI Engagement Center, 777 N. University Ave., Suite 200, Ann Arbor, MI 48104

Website: <https://www.si.umich.edu/student-experience/career-development>

Name of supervisor and pronouns: Jordan Hansen (she/her) and Laura Marsh (she/her)

How students should address their cover letter (e.g., To Dr. Lattuca, Dear Lisa, Dear hiring team, etc.):

Dear UMSI Career Education and Mentorship Intern Hiring Team:

Supervisor phone number and email address:

Jordan: Phone: 734-647-1146, email: jordhans@umich.edu

Laura: Phone: 734-763-1251, email: lalama@umich.edu

On-campus at the University of Michigan or off-campus? On Campus, Some hybrid remote work may be possible, following UMSI Remote Work Policy and with supervisor approval, however, this role does expect some onsite work.

Hourly salary: \$23-25 depending on experience

Number of hours per week (must be 10-20 hours per week): 15-20 hours

Approximate percentage of time working directly with students: 60%

Approximate percentage of time working remotely/virtually: TBD

Is work study required? No

Approximate start and end date (e.g., early September 2024 to late April 2025): Flexible start and end dates, August 2024 - April 2025. One-year agreement, with the possibility of renewal.

Type of internship:

Student Affairs or Services (e.g., admissions, academic advising, student programs, etc. that are student-facing or support student-facing work)

Higher Education Administration (e.g., program management, general project coordination, etc.)

Research/Assessment/Evaluation

Other: _____

As an intern, you will gain experience in or exposure to the following areas:

| | High | Medium | Low | None |
|--|------|--------|-----|------|
| Access and retention programs | | | X | |
| Advising (Academic advising) | | | | X |
| Advising (Student advising of non-academic issues) | X | | | |
| Academic Program Management | | | X | |
| Admissions/Recruitment | | | | X |
| Alumni Relationship-Building | X | | | |
| Assessment/Program Evaluation | | X | | |

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| Budget Management | | | X | |
| Career Services | X | | | |
| Community Partnership-Building Initiatives | | | X | |
| Crisis Management | | | | X |
| Curriculum Development/ Instructional Support | | | X | |
| Event Planning | | X | | |
| Faculty Support | | | | X |
| Focus on Diversity, Equity, and Inclusion (DEI) | | X | | |
| Focus on Social Justice Issues | | X | | |
| Fundraising/Development | | | | X |
| Grant Writing | | | | X |
| International or Global Education/Study Abroad | | | X | |
| Living-Learning Community/Housing | | | | X |
| Online or virtual learning and engagement | | X | | |
| Marketing/Communications | | X | | |
| Multicultural or Identity Programs | | | X | |
| Public Speaking | | X | | |
| Research | | | X | |
| Service Learning/Civic Engagement | | | | X |
| Student Activities/ Co-Curricular Programming | | | X | |
| Supervision | | | X | |
| Tutoring programs | | | | X |
| Staff training and Development / Human Resources | | | X | |
| Teaching/Group Facilitation | | X | | |
| Staff/Personnel Development or HR support | | | X | |
| Other: | | | | |

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|---|--|---|---|--|
| New resource or program development | | X | | |
| Systems management (12twenty, Canvas) support | | | X | |
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Job description:

This position will be a unique combination of career advising and program management of the new UMSI mentorship program. This is a great opportunity for someone with a strong desire to work directly with students in an advising capacity while contributing to an innovative team in a collaborative environment.

Overview:

The University of Michigan School of Information (UMSI) is an interdisciplinary professional school offering several degree programs with the mission to create and share knowledge so that people will use information – with technology – to build a better world.

The UMSI Career Development Office (CDO) is a progressive, fast-paced career development office managing career education, coaching/advising, resources, and programs that are both curricular and co-curricular. We accomplish our goals of helping students achieve career success and satisfaction by aligning our work in support of the School’s mission and the mission of the University and are guided by the following mission and principles:

- We strive to provide innovative career education programs, courses, and individualized coaching services that empower UMSI students to use their strengths in designing successful strategies for lifelong career management.
- We engage with employers locally and globally to create high-touch, personalized partnerships to facilitate beneficial recruiting relationships.
- We aim to be agile and collaborative as we stay at the forefront of career development best practices among all iSchools and career centers nationwide and globally.
- A commitment to diversity, equity and inclusion is a core principle of our team and our work.

Additional Information about the UMSI CDO can be [found here](#).

Responsibilities:

40% Career Advising/Coaching

- Advise Bachelor’s and Master’s students on topics related to their internship and/or job search. One-on-one advising appointments will take place both virtually and in person. Appointment topics may include:
 - coaching students to identify career goals
 - advising on effective job/internship search methods and resources
 - conducting mock interviews
 - reviewing resumes, portfolios, and cover letters
 - answering general career-related questions
- Learn about the career needs of specific student populations (e.g. international students, new transfer students) and how to best support them.
- Review and update materials in the online Career Development Office resource library (on Canvas)
- Assist with analysis of student engagement data and assessment of student services
- Provide functional supervision of student peer coaches including supporting their training and ongoing development
- Support additional career advising/coaching initiatives such as job search accountability groups and

internship program management

40% Mentorship Program Coordination

- Collaborate with CDO staff to establish and facilitate a pilot of UMSI Alumni Mentorship Program, a key element of UMSI's strategic DEI 2.0 plan. The team aims to create a sustainable, culturally responsive, formal mentorship program that promotes student development and self-authorship, fosters connections between mentors and students, and supports career development for students
- Develop and update onboarding and training materials for mentors and mentees to promote student career development and ensure successful meetings for participants
- Facilitate the matching process between alumni mentors and student mentees, ensuring compatibility and mutual benefit
- Establish and maintain relationships with alumni to encourage and sustain their participation as mentors
- Create and implement system processes within the alumni database to ensure data integrity and leverage data for effective recruitment and retention of mentors
- Organize and promote events, workshops, and networking opportunities for mentors and mentees.
- Monitor and evaluate the effectiveness of the program by surveying alumni and student participants to promote continuous improvement and adaptation of the program

15% Administrative and Programming Support

- Participate in weekly CDO team meetings to learn more about the work of the CDO team and support CDO initiatives
- Create and/or facilitate career education workshops for UMSI students. This could include:
 - Collaborate with student organizations for co-sponsored career programs
 - Identify a career topic of interest based on UMSI student needs to develop a new workshop or resource for students
- Additional opportunities may exist to engage with alumni volunteers and participants in program offerings (e.g. alumni career connections and alumni panels)
- Utilize attention to detail and initiative skills to help implement online CSM tools (hosted by 12Twenty) to provide access and support to UMSI Students
- Post jobs and internships to an online recruiting system (CareerLink, hosted by 12Twenty)

5% Professional Development

- Attend meetings, webinars, or training sessions to strengthen skills related to the UMSI Career Education and Mentorship Intern role
- Participate in professional development groups of interest on campus that are related to the UMSI Career Education and Mentorship Intern role (i.e. U-M Career Services Network)
- Dedicate time for networking conversations to learn more about UMSI, U-M, and/or their career interests and goals within higher education

Internship Program & Grants (if applicable, dependent on summer availability)

- Contribute to the coordination of the UMSI Internship Program, which has been recognized internationally as a best practice in experiential education. This may include:
 - advising students on guidelines
 - developing resources for employers
 - assisting with administrative processes
 - assessing internship outcomes
- Contribute to the coordination of the [UMSI Internship Grant](#), a competitive scholarship awarded to UMSI students to support unpaid or underpaid internship experiences.

****The exact responsibilities of this position will be based on the applicant's experience, interest, and the needs of the office and could vary from the responsibilities outlined here. The selected candidate will be exposed to the larger organization and functional areas of the University of Michigan. If desired, we can incorporate opportunities for the person in this position to gain experience with assessment, budgeting, program planning, DEI initiatives, and more. If you have specific interests that aren't outlined in the position description but you think might be related to the UMSI CDO team's work, we encourage you to discuss them with us in your application and/or interview.**

Minimum Qualifications:

- Current student in the U-M Higher Education graduate program or related field, or comparable experience.
- Ability to communicate and work effectively with diverse students, staff, and faculty.
- At least one year of work experience.
- Event and program planning experience.
- Strong customer service orientation.
- Ability to take initiative in a fast-paced environment on multiple tasks.
- Evidence of a high degree of creative thinking and problem-solving.
- Enthusiasm and energy for working on behalf of students and their career interests.
- Strong organizational skills and attention to detail.
- Excellent follow-through skills.
- Ability to work effectively independently and as part of a team.
- A reasonable level of computing skills including general knowledge of G Suite, MS Word and Excel, online research skills, and general comfort with web-based systems.

Desired Qualifications:

- Interest in learning or previous knowledge of student advising, career education, and/or teaching.
- Skills and/or interest in the use of technology in these processes, such as web-based databases, learning management systems, online portfolios, and design software.
- Experience/knowledge of trends or best practices in job search preparedness.
- Availability throughout December except during the University's closing period.

This internship is ideal for those who are interested in which areas of higher education?

This internship is ideal for those interested in providing direct student advising, project/program coordination, and learning more about career education/development/services.

What skills/knowledge will the intern gain from this internship? (If a position is in school or college, but does *not* require those technical skills, please identify that. For example, to work in the College of Engineering Career Resource Center, students may not need to have a STEM background.)

- Experience and knowledge about working with students directly through advising
- Content knowledge related to the core skills needed for a career services profession (i.e. resumes, cover letters, interviews, job/internship search strategies)
- Project management and coordination
- Researching best practices and assessing programs and services
- Program/workshop/event facilitation and presentation skills
- Ability to handle multiple projects simultaneously
- Experience with professional-level communications
- Ability to work well autonomously and in a team
- **The intern does not need to have experience in STEM or information technology to be successful in this role, but some interest in learning more about the industries UMSI students are interested in could be helpful.**

What are the benefits of working here?

The UMSI Career Development Office is a team of seven staff. We share a unique multi-use office space with the UMSI Engaged Learning Office. The CDO is very dynamic with high visibility at UMSI due to the management of signature programs and courses at the School (i.e. the UMSI Internship Program and career/internship courses) in addition to many other career programs and events throughout the year. We are a collegial, innovative group that maintains high professional standards and values collaboration.

Some unique benefits of working with the UMSI CDO would include:

- Since UMSI is an interdisciplinary school that is very collaborative, there are a variety of opportunities to collaborate with other staff teams and learn about their work (i.e. academic advising, DEI, engaged learning, and more).
- The CDO team prioritizes health and well-being. We take time weekly to prioritize our health together (i.e. a weekly Wednesday stretch break) and the team is very supportive and flexible if schedules need to change.
- We are a high-performing team whose staff regularly presents at national career development conferences (NACE, NCDA) and our work has been recognized with awards, such as the UMSI Award for Impact in Diversity, Equity & Inclusion 2022.
- Our office is located above Panera on North University, so it is relatively close to the School of Education and several other locations on the central campus and in the downtown area.

How do you describe your work style as a supervisor?

Through this role, we (Jordan and Laura) hope to provide the intern with an experience that will equip them for a successful job search upon graduation.

The intern would have a weekly meeting with their supervisors in which they would cover both ongoing projects and responsibilities, as well as discuss their career goals, theory, industry norms, professional development topics, and trends in the field. Because this is a co-supervised role, the intern would have tailored guidance and support from two full-time staff.

We also encourage exposure to different areas of the University and other career areas and will create opportunities for exploration and networking. Our office and the intern's supervisors will offer support but will encourage the intern to do work autonomously while asking questions as needed.

About Jordan: As a supervisor, I am dedicated to coaching supervisees toward their goals in their role as well as their own professional development goals. The FUEL model (Zenger and Stinnett, 2010) frames my work as a career coach and as a supervisor. I cultivate collaborative relationships with my supervisees in which we provide feedback to each other regularly and strive for continuous improvement. As a team member and supervisor, I value psychological safety, and I consistently work to create spaces where everyone feels comfortable asking questions, sharing ideas, and learning from mistakes. I'm excited to help the graduate intern grow as a student affairs professional through this internship!

About Laura: As a former CSHPE intern with the UMSI CDO, I am invested in co-creating a successful internship experience with the graduate intern. In my professional relationships, I deeply value honest communication and collaborative problem-solving. As a supervisor, I aim to collaborate with my supervisees to discover and foster how they work best, both individually and as a team. I'm invested in facilitating opportunities that allow supervisees to develop their strengths and spend time on work that energizes them. I'm excited to work with and support the graduate intern!

What are work expectations?

The intern would be expected to work approximately 15-20 hours per week during regular business hours (8:00 am-5:00 pm, Monday through Friday), with the occasional weekend or evening event. We are a fast-paced office with competing demands from students, employers, and other constituents; the intern would need to be able to be flexible, efficient, and detail-oriented.

Optional: Words from previous student intern(s) regarding their experience in this role (please provide no more than a short paragraph)

“The UMSI CDO team’s commitment to and consistent support of my professional development helped me grow by delving deeper into my strengths and exploring new projects. The team worked with me to ensure I got the most out of the internship: when I was interested in getting more involved in DEI work they made sure I had opportunities to engage in DEI programming and resource creation. The team is highly collaborative and constructive. From the beginning of my internship, I felt the CDO valued me as a member of the team: they invited and respected my input while also facilitating my development and helping me learn more about the field. Ultimately, their support of the breadth and depth of my work prepared me exceptionally well for a career in career education.” Laura Marsh CSHPE Grad Intern 2021-2022

Additional Notes:

n/a