

Job Description

Job Title:	Student Engagement Co-ordinator
Department:	Arts Undergraduate Office
Reports To:	Administrative Manager, Arts Undergraduate Office
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	January 2022

Primary Purpose

This student-focused role implements events for Arts undergraduate students and supports engagement initiatives and student services within the Arts Undergraduate Office (AUO). The incumbent works in collaboration with undergraduate advisors, student leaders, and other campus partners, to foster an environment that helps Arts students flourish. The role is responsible for organizing events that contribute to positive student experiences, equips students with information, and strengthens faculty and university partnerships to enhance student life. As Orientation Co-ordinator, the position acts as the primary liaison and contact, and is responsible for the planning and execution of Faculty of Arts orientation and new student transition activities. The role also contributes to frontline student services within the AUO, particularly during peak times. The incumbent supports the primary Student Services Assistant (SSA) with providing initial assistance and advice to students seeking academic guidance by responding to email, telephone, and in-person inquiries and booking academic advising appointments, as well as related administrative tasks.

Key Accountabilities

Responsible for current student event management, engaging students in extra-curricular activities that promote intellectual, personal, and professional development. Such support may include, but is not limited to:

- In consultation with academic advising team, this role plans, co-ordinates and implements all aspects and logistics of events for undergraduate students that complement and support academic engagement initiatives. These may include information and help sessions regarding course selection, declaring majors, co-operative education, student success, skills development, campus resources and supports, professional and academic options after graduation, student volunteer and experience opportunities.
- Supervises work study and co-op student positions related to student engagement.
- Manages student engagement budget in consultation with the Administrative Manager, to ensure efficient and economical purchasing.
- Co-ordinates all phases of the valedictorian selection process, including consulting with the Associate Dean, Undergraduate Students, on scope and criteria; ensuring nominees are vetted for eligibility; updating forms and web content; confirming selection committee membership; communication to all stakeholders; monitoring process timeline and action items; organizing nominee presentations and decision meetings.
- Co-ordinates preparation of Arts Convocation awards

Orientation Co-ordinator - Responsible for executing collaborative initiatives that facilitate the successful transition of incoming Arts students to university life:

- Serves as the Orientation Advisor (OA) for Arts students on the Orientation Team, contributing the overall management and supervision of Orientation events with the OA team.

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- Works with other OAs, Student Success Office (SSO) and Waterloo Undergraduate Student Association (WUSA) Orientation counterparts to plan and execute the recruitment, selection, training, evaluation, and supervision of the Orientation Team.
- Supervises, reviews, and approves all decisions (e.g., event plans, budgets, orientation leader selections) made by the Arts Orientation Team.
- Available for phone, email or in-person support to the Orientation Team during events to ensure proper execution and safe conditions.
- Documents and investigates negative incidents involving first-year students and orientation leaders, when required.
- Serves as the Faculty's liaison to the SSO for new student transition activities for newly confirmed students, their parents, and families. Co-ordinates the Faculty's participation in transition events (e.g., Orientation Week, Waterloo Ready) and ensures proper representation from Arts academic advisors, faculty, staff, Associate Deans, and Dean.
- Liaises with campus partners (e.g., AFIW, School of Accounting and Finance, Global Business and Digital Arts), collaborating to ensure co-ordination in programming for various Arts student groups.

Communicates, acts as a liaison, or provides guidance and overall support to various groups, including:

- Liaises with the Arts Student Union (ASU) and other student groups in Arts for matters related to student engagement and success, student communications, providing budgetary and operational advice as needed.
- Assists with recruiting and coordinating student volunteers for faculty events and committees.
- Contributes relevant data to the Arts recruitment team on student engagement and participates in recruitment events as able: Ontario Universities' Fair (OUF); Fall Open House; March Break Open House; and You @ Waterloo Day.
- Collaborates with Arts academic advisors and recruitment team on information sharing, current students' interests, and posts for various social media.
- Maintains the student life section of the Arts Undergraduate student website.

Provides back-up student services support during peak times and absences:

- Responds appropriately to all types of inquiries related to undergraduate advising in person, over the telephone, via email; explains processes and procedures when appropriate, making referrals as needed.
- Schedules student appointments for each academic advisor and maintaining each academic advisor's appointment calendar.
- Keeps a record of student visitors and student-related documents delivered to the AUO (e.g., plan modification, internal transfer, petition, illness, Concurrent Degree proposals), archiving/disposing of documents as appropriate; communicates and transfers files between the AUO and the Registrar's Office.
- Ensures that all information posted online, in print in the AUO, or available for distribution to students, is accurate, updating as needed.
- In consultation with the Arts International Exchange advisor, assists incoming international exchange students with course selection, availability, and enrolment approval processes.
- Monitors and responds to inquiries made to the Arts International Exchange email account, referring specific inquiries or difficult/complex queries to the attention of the advisor
- Provides general guidance on international exchange issues and the exchange program application process.
- Provides support to the Arts International Exchange advisor with maintaining Arts exchange webpages, program files and databases (e.g., students, partner universities).

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**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education <ul style="list-style-type: none">University degree: equivalent combination of education and experience will be considered.
Experience <ul style="list-style-type: none">Experience working with diverse student groups in an academic setting.Experience mentoring and providing guidance to student leaders and volunteers.Experience organizing special events and/or projects; virtual event experience an asset.
Knowledge/Skills/Abilities <ul style="list-style-type: none">Familiarity with University of Waterloo and/or Arts faculty structures, academic departments and programs, policies and procedures related to undergraduate students an asset.Demonstrated ability to make independent decisions and solve problems.Excellent communication (oral and written), customer service, and interpersonal skills.Well-developed research and analytical skills.Excellent strategic thinking, sound judgment, tact, diplomacy, ability to manage confidential and sensitive issues.Aptitude for attention to detail and accuracy.Demonstrated ability to work independently and as a team member, in a fast-paced environment.Proven ability to manage multiple projects, conflicting priorities, and deadlines. Excellent time-management and organizational skills.Familiarity with student needs and concerns and committed to student engagement and success.Proficient with MS Office (Word, Excel, PowerPoint) or similar software, Quest, web content management software, virtual events, and platforms (Teams, Zoom, Webex, etc.), LEARN.

Nature and Scope

- Contacts:**

Internal: undergraduate students; student societies; academic advisors; Arts staff, faculty, and associate deans. Campus partners including Student Success Office, Waterloo Undergraduate Student Association, Registrar's Office. Undergraduate students in other faculties or studying at Uwaterloo on exchange.

External: Incoming students and their families; vendors, service providers, local volunteer organizations, public (i.e., at events).
- Level of Responsibility:** Operates with minimal supervision, receiving general guidance from Associate Dean, Undergraduate Students, academic advising team, Administrative Manager and consulting as needed. This position is responsible for organizing student transition events, engagement initiatives, and related events. Exercises judgement and discretion regarding confidentiality of information. Provides guidance to student leadership volunteer positions in collaboration with other roles. Supervises co-op and/or work study student. Self-initiated, able to manage own time and multiple projects independently.
- Decision-Making Authority:** Provides the Associate Dean, Undergraduate Students and academic advising team with decision support and recommendations with respect to student engagement and events. Makes decisions relating to allocation of related resources and budgets (Student Engagement

and Orientation), with some consultation as needed. Responsible for hiring, training, and supervising student leaders for orientation events.

- **Physical and Sensory Demands:** Demands are typical of an administrative position that functions within office and meeting environments. Exposure to a fast-paced service-oriented environment. Atypical demands are very likely during Orientation, including but not limited to administering first aid, and interacting with students who may be injured (e.g., broken bones, scrapes, bruises, blood), intoxicated, or in highly emotional states.
- **Working Environment:** May experience exposure to disagreeable conditions typical of working with people in distress or with student volunteers; normal stress and pressure associated with customer service positions, particularly when conveying unwelcome or negative information is necessary. Minimal travel within Ontario annually (e.g., for Ontario Universities' Fair). Full-time working hours, with a shifted schedule during peak times when work volume varies. Participation in evening and weekend events, with significant additional hours in late August and early September for Orientation events.