

Job Description

Job Title:	Orientation Coordinator
Department:	Student Success Office
Reports To:	New Student Transition Specialist
Jobs Reporting:	Orientation Assistant Coordinator (contract); Waterloo Orientation Team members (volunteer)
Salary Grade:	USG 7
Effective Date:	December 2020

Primary Purpose

The Orientation Coordinator is responsible for developing, coordinating, and delivering programs and services aimed at helping new first-year students successfully transition into the University of Waterloo. This includes working closely with staff and students in all six faculties and the Waterloo Undergraduate Student Association, and actively considering the diverse needs of incoming students when making decisions about programs and services. They are accountable to the Specialist, New Student Transition but works closely with all staff in the SSO – particularly staff working directly with Faculty partners. This is to ensure integration and coordination of programs and services offered including but not limited to Orientation and other New Student Transition initiatives. Each year, the University of Waterloo welcomes roughly 7,000 new first-year students. Orientation programs exist to help these students adjust to the academic, social, and lifestyle expectations and transition to UWaterloo. Programs for incoming transfer, exchange, and graduate students exist to support these audiences as well with support from other members of the New Student Transition team.

Key Accountabilities

Project Management

- In collaboration with faculty and campus partners, develops and coordinates the recruitment, hiring, selection and ongoing training and appreciation of student staff and volunteers
- Holds staff, student staff, and volunteers accountable to key dates, deadlines, and expectations within the Orientation planning process by clearly articulating expectations in advance, providing regular reminders, and following up promptly if concerns arise
- Develops and maintains extensive program documentation (e.g. action plans) outlining program goals, outcomes, progress, and recommendations for future offerings for numerous Orientation processes and events
- Works collaboratively with representatives in each faculty, departments across campus and staff in the Student Success Office to support the planning and implementation of transition initiatives, including but not limited to pre-arrival communications and online resources

Program Assessment

- Knowledgeable and up-to-date on the needs of incoming first-year students, including best practices at other institutions, current trends, and forecasting future developments in student affairs and applies this knowledge to new student transition programming and pre-arrival supports
- Works closely with staff in the SSO, faculties, and the Waterloo Undergraduate Student Association to develop and implement assessment measures for first-year student Orientation
- Uses student feedback and data to provide recommendations for future program adjustments and considerations

Staff and Volunteer Development

Job Description



- Outlines clear expectations and responsibilities for contract staff and student volunteers
- Provides ongoing leadership development for contract staff and student volunteers through regular meetings and feedback, including goal setting and performance management
- Maintains consistent and appropriate levels of communication with contract staff and student volunteers to ensure ongoing engagement and accountability
- Responsible for the recognition and appreciation of staff and student volunteers. They work closely with other staff in the SSO to ensure compensation and appreciation of student staff and volunteers is equitable whenever possible.
- Outlines clear expectations for all direct reports around workload management and manages team conflicts fairly and professionally

Relationship Building

- Works in close partnership with the Waterloo Undergraduate Student Association and all six faculties to plan, implement, and assess Orientation programs for first-year students and support the development of upper-year student leaders
- Works closely with other staff in the SSO to ensure there is a coordinated and integrated approach to program development and delivery, and outgoing and internal communications
- Responsible for contributing to a strong employee/employer relationship with all direct reports
- Participates in and contributes to regular team and departmental wide meetings as appropriate

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

- University degree required or equivalent experience in a related field (e.g., Recreation & Leisure, Higher Education and/or Student Services).

Experience

- Volunteer management/previous staff supervision experience— particularly in a student leadership capacity.
- Experience in a student services setting working with students, faculty members/instructors, staff and student associations.
- Program/project management experience is an asset.
- Demonstrated experience with Orientation and/or new student transition programming.
- Experience working with large Excel spreadsheets, data analysis and report writing.

Knowledge/Skills/Abilities

- Proven ability to take initiative and be both creative and flexible.
- Outstanding interpersonal communication skills, including written, oral, one on one, and group.
- Demonstrated ability to contribute to and thrive in a collaborative environment and to apply a positive team approach to working with colleagues within and outside of the office.
- Proven ability to manage multiple demands, stay organized and prioritize effectively.
- Knowledge of Waterloo Orientation structure, including specialized programming for diverse student populations and the new student transition experience.
- Demonstrated ability coaching student staff in event management, facilitation and program content development- particularly related to new student transition and/or Orientation programming

- Proven facilitation skills and an ability to communicate to diverse audiences both in person and online. Political acumen is strongly preferred.
- Intermediate technical skills with the following programs: MS Word, Excel, PowerPoint

Nature and Scope

- **Contacts:** Internally, the Coordinator communicates with direct reports, teammates and other teams within the SSO to ensure all employees are informed and knowledgeable about initiatives. Since Orientation is developed and implemented in coordination and partnership with many partners on campus, externally the Coordinator is responsible for ensuring strong working relationships with a wide variety of stakeholders. Key partners include the Waterloo Undergraduate Student Association, central campus services and each of the faculties.
- **Level of Responsibility:** The Coordinator is responsible for the hiring, day-to-day management and performance review for one contract staff member. They are also responsible for the hiring and supervision of senior student leaders as required to support Orientation events and programs. They are responsible for managing the day-to-day operations of the area, managing workflow and communicating realistic expectations for staff.
- **Decision-Making Authority:** The Coordinator will make decisions in collaboration with faculty and cross-campus partners, student leaders and others within the Student Success Office around program offerings. They will be required to think on their feet during programming days and solve problems with good judgment and poise. The Coordinator will also remain aware of the decisions made by their direct reports and play a supportive role in coaching these new staff members in making decision at the right level.
- **Physical and Sensory Demands:** There are minimal demands typical of a position operating within an office environment including: periods of extensive sitting and concentrated use of visual senses. During programming days there is the potential for extensive standing, lifting, carrying and/or handling objects.
- **Working Environment:** Much of the time is spent sitting in a comfortable position in an open space office. There is a frequent need to give close attention to various stimuli such as written material. There is minimal exposure to disagreeable conditions. Evening and weekend work is required. Some weekend and evening work will be required throughout the year, especially during July, August and September as well as during Labour Day weekend for event execution purposes.