

Job Description

Job Title:	Orientation Administrative Coordinator
Department:	Federation of Students
Reports To:	Orientation & Member Transitions Manager
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	September 2018

Primary Purpose

The position is designed to act in two equal capacities – one as an Orientation Advisor responsible for the organization and implementation of a comprehensive and intentional Orientation program, and one as an administrative support unit for First-Year Orientation.

Key Accountabilities

Volunteer and Event Management

- Manage and guide the Feds FOC (Federation Orientation Committee) team – a team of up to six student leaders hired to create and execute campus-wide programming for new students during Orientation programming.
- Accountable for the organization and implementation of a comprehensive and intentional First-Year Orientation program.
- Responsible for the recruitment, retention, and leadership development of student staff and student volunteers.
- Addresses any staffing concerns including but not limited to poor performance, team dynamics, and accountability.
- Manages an operating budget of approximately \$120,000. Provides detailed paperwork for the purposes of financial record-keeping.
- Works collaboratively with the City of Waterloo, the Student Success Office, and the Orientation programming team at Wilfrid Laurier University, to offer an introductory program to the services and community resources available for new students in the City of Waterloo.
- Responsible for decision-making and problem-solving during the development, planning, and execution stages of First-Year Orientation events created by the Feds FOC team.
- Solely manages the content and flow of information in the Federation Orientation Committee LEARN Community.
- Supports the recruitment and selection process, and the information management process for approximately 35 Federation Orientation Committee members and 1200 Orientation Leaders.

Assessment and Strategic Planning

- As a member of the Orientation Advisory Committee, works collaboratively with staff from other departments across campus, with the purpose of representing and working for what undergraduate students at the University of Waterloo view as important and meaningful in their Orientation experience, as first-year students and as leaders.
- Works collaboratively with all members of the Orientation Advisory Committee, and the FOC Experience Working Group, to create a meaningful volunteer experience for all members of the Federation Orientation Committee.

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- Participates in the development of the long-term vision and planning for Waterloo Orientation's undergraduate programming components, including but not limited to First-Year Orientation, Transfer/Exchange Orientation, Out-of-Province/American programming, and International Orientation.
- Reviews research from campus partners and other post-secondary institutions regarding current trends and best practices in the first-year student's transition, implementing these best practices where possible and relevant.
- Participates in the creation of content for communications materials, including social media, for Waterloo Orientation's online communication and publications.

Administrative Support

- Responsible for clearly communicating with incoming students and preparing them with the knowledge, tools, and resources necessary for a successful transition to university life.
- Responsible for coordinating with partners on and off campus to ensure needed resources are secured for Orientation programming.
- Regularly monitors the information on the Orientation website to ensure it is correct and relevant.
- Develops and maintains positive working relationships with campus partners from all faculties as well as several support departments across campus.
- Seeks quotes for entertainment and/or resources.
- Monitors the central Orientation email account and the Orientation phone extension to reply to inquiries from incoming student, student volunteers, parents and family members of incoming students, campus partners, and external vendors.

**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 in related field (e.g., Recreation & Leisure, Higher Education and/or Student Services).
- A combination of education and/or experience will be considered.

Experience

- At least 1 year of volunteer management/previous staff supervision experience in a student leadership capacity required.
- Familiarity with Waterloo Orientation is preferred.
- Experience as a previous member of the Federation Orientation Committee is an asset.
- Budget management experience is an asset.

Knowledge/Skills/Abilities

- Competencies will include analytical thinking, volunteer management, interpersonal, organizational and communication skills.
- Should have experience communicating to a diverse audience through various mediums, and should have experience creating and facilitating training sessions.
- Should demonstrate excellent attention-to-detail, as the nature of the position includes managing and booking resources that are required for successful programming.

Nature and Scope

- **Contacts:** The incumbent is expected to maintain a significant and positive working relationship with many campus partners, and have a very close working relationship with the Student Success Office's Orientation Coordinator.
- **Level of Responsibility:** The position is responsible and accountable for the campus-wide Orientation events run by Feds FOC during Orientation Week, including but not limited to: residence Move-In and several social and community-building events. Additionally, confidentiality is expected in the hiring and selection process of student staff and student volunteers.
- **Decision-Making Authority:** Responsible for decision-making within the scope of Federation-run Orientation events, including matters pertaining to the budget.
- **Physical and Sensory Demands:** Demands typical of an administrative office environment. Shares office space with direct supervisor. Due to the nature of the office environment, regular disruptions are expected to occur. Occasional physical labour related to event and storage management should be expected.
- **Working Environment:** Minimal exposure to disagreeable conditions. Some evenings and weekends are required through the year. Additionally, long hours are often necessary in August and September. Time in lieu is provided for approved overtime work hours.