
Job Title:	Coordinator, New Student Transition
Department:	Student Success Office
Reports To:	New Student Transition Specialist
Jobs Reporting:	Student facilitators (part-time student positions)
Salary Grade:	7
Effective Date:	February 2018

Primary Purpose

The Coordinator, New Student Transition is accountable to the New Student Transition Specialist for the co-ordination and implementation of comprehensive and intentional pre-arrival and orientation programs for new Waterloo students. This position has a specific focus on Graduate, Transfer and Exchange populations. This includes developing, coordinating, and delivering programs and services aimed at enhancing student success and university readiness for a diverse group of new students. The Coordinator will function primarily in the areas of student development, programming and event management and administrative capacities.

Key Accountabilities

<p>Project Management</p> <ul style="list-style-type: none"> • Develops and coordinates the recruitment, hiring, selection, ongoing training, appreciation and recognition of student staff for all pre-arrival programs. • Develops and maintains program documentation outlining program goals, outcomes, and ongoing progress. • Oversees the delivery of a successful pre-arrival orientation program for new students. This is a resource intensive program requiring exceptional organizational skills as well as the ability to multi-task, manage and forecast required resources. • Works collaboratively with campus partners 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
<p>Program Assessment</p> <ul style="list-style-type: none"> • Knowledgeable and up-to-date on the needs of incoming 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 and campus partners to develop and implement assessment measures for transition programming • Uses student feedback and data to provide recommendations for future program adjustments and considerations
<p>Staff and Volunteer Development</p> <ul style="list-style-type: none"> • Outlines clear expectations and responsibilities for student staff and volunteers • Provides ongoing leadership development for student staff and volunteers through regular meetings and feedback, including goal setting and performance management • Maintains consistent and appropriate levels of communication with student staff and volunteers to ensure ongoing engagement and accountability • Responsible for the recognition and appreciation of staff and student volunteers. He/she works closely with other staff in the SSO to ensure compensation and appreciation of student staff and volunteers is equitable whenever possible.
<p>Relationship Building</p> <ul style="list-style-type: none"> • Facilitates a strong working relationship with campus partners and collaborates/partners when appropriate on strategies that will support the mandate of the SSO in supporting the successful transition of new students. Key working relationships include but are not limited to Federation of Students, Graduate Students

Associations (GSA), Graduate Studies and Postdoctoral Affairs (GSPA), Registrar's Office, and all Faculties and Affiliated University Colleges.

- Works closely with campus partners and Faculty partners to ensure the needs of new incoming students are being met.
- Works closely with other staff in the SSO to ensure a coordinated and integrated approach to program development and delivery, and communications.
- Participates in and contributes to regular team and department wide meetings as appropriate.

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, staff and student associations/groups
- Program/project management experience is an asset
- Demonstrated experience with Orientation and/or new student transition programming an asset.

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
- Demonstrated ability coaching student staff in event management, facilitation and program content development
- Proven facilitation skills and an ability to communicate to diverse audiences both in person and online
- Intermediate technical skills with the following programs: MS Word, Excel, PowerPoint
- Knowledge of Waterloo Orientation structure, including specialized programming for diverse student populations and the new student transition experience an asset

Nature and Scope

- **Contacts:** Internally, the Coordinator communicates with 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 Graduate Student Association, Graduate Studies and Postdoctoral Affairs, Registrar's Office, Federation of Students, central campus services and the faculties. He/she must lead by example in communicating effectively, building collaboration and ensuring a student focused program and environment. Political acumen is strongly preferred. Team work and verbal communication skills are critical to this role.
- **Level of Responsibility:** He/she is responsible for the hiring and supervision of student leaders as required to support Orientation events and programs. He/she is responsible for managing the day-to-day operations of the area, managing workflow and communicating realistic expectations for student staff and volunteers.
- **Decision-Making Authority:** The Coordinator will make decisions in collaboration with campus partners, student leaders and others within the Student Success Office around program offerings. He/she will be required to think on their feet during programming days and solve problems with good judgment and poise.
- **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.

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- **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.