

## Job Description

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<b>Job Title:</b>	Student Engagement Officer
<b>Department:</b>	Science Undergraduate Office
<b>Reports To:</b>	Manager, Academic Advising
<b>Jobs Reporting:</b>	N/A
<b>Salary Grade:</b>	USG 8
<b>Effective Date:</b>	January 31, 2018

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### **Primary Purpose**

This student-focused role in the Science Undergraduate Office provides direction and implementation of student engagement initiatives for Science students. The incumbent liaises with undergraduate student advisors, student leaders, and other university staff, to support an environment that helps Science students flourish. Strategic advice is provided to student leaders, Science faculty and staff, based on research and survey results on orientation and student transition activities. Initiates and supports events that contribute to a positive student experiences, equips students with information, and increases the likelihood students that will complete their studies in the normal timeframe and manner.

### **Key Accountabilities**

#### **Responsible for developing initiatives that facilitate the successful transition of incoming Science students to university life:**

- Serves as the Orientation Advisor (OA) for the Science students on the Federation Orientation Committee (FOC).
- Works with other OAs, Student Success Office (SSO) and Federation of Students' Orientation counterparts to plan and execute the recruitment, selection, training, evaluation, and supervision of the FOC.
- Supervises, reviews, and approves all decisions (e.g. event plans, sponsorship requests, budgets, orientation leader selections) made by the Science students on the FOC.
- Attends or monitors all Science Orientation Week events along with the Science FOC members to ensure proper execution and safe conditions.
- Contributes to the overall management and supervision of Orientation events with the OA team.
- 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, e.g. Science 101, a one-day Waterloo transition experience during the Spring term for newly confirmed students, their parents and family.
- Organizes and co-ordinates the Faculty's participation in the transition events (Orientation, Science 101) and ensures proper representation from Science academic advisors, faculty, staff, and Associate Deans.
- Works with Academic Advisor, International Students, to ensure all international students receive a proper orientation to Waterloo and, ongoing appropriate support.
- Contributes to the logistics involved in mounting (math, chemistry, physics) preparedness exercises for incoming Science students.
- Acts as the Faculty liaison for Housing programming, e.g. Living-Learning Communities, including recruitment and selection of peer leaders, event development, and participation in presentations.

### **Responsible for engaging, promoting, and liaising with student groups in Science:**

- Liaises with Science Society and Departmental Clubs (e.g. Biology Undergraduate Society (BUGS)) under its jurisdiction:
  - Monitors space usage for groups in Science Teaching Complex (STC) and other Science buildings
  - Submits key code combination changes for space upon request, normally when new leadership takes effect
  - Contributes to the annual elections and online poll (March).
- Liaises with other student groups in Science, such as FemPhys and Women in Science; and orients student leaders to campus partners, e.g. SSO, campus bookings for events.
- Serves as liaison to Science Student Help Team (SSHT) and peer mentoring initiatives in Science along with the Science Counsellor:
  - Makes recommendations on organization, activities, and use of resources
  - Ensures proper mentor training is completed
  - Supports mentor recruitment activities and the expansion of peer-to-peer connections and networks in Science.
- Faculty of Science Foundation (FSF) activities:
  - Maintains records, keeps meeting minutes
  - Encourages student and faculty director engagement in event planning and execution (e.g. Fall Scholarship Reception; Winter Graduating Class Reception)
  - Updates websites and facilitates communication via web, email, Portal, and/or SciSpace
  - Ensures that refunds are available to students every term

### **Collaborates, advises, and consults regarding Science student engagement**

- Participates in, votes, and provides standing reports to, the Science Undergraduate Studies Committee (SUSC).
- Monitors and reports regularly on student engagement activities, student groups, and orientation activities
  - Contributes to analysis and reports on student survey data produced by the SSO (e.g. Orientation Week) and Institutional Analysis and Planning (IAP) (e.g. National Survey on Student Engagement (NSSE))
  - Collaborates on review of bulk Science course evaluation data
  - Composes Science student survey questions, which gauge engagement and, provide the opportunity to identify areas of strength and areas needing attention.
- Contributes relevant data to the Science Recruitment Team on student engagement (e.g. NSSE) and participates in recruitment events: Ontario Universities' Fair (OUF); Fall Open House; March Break Open House; and You @ Waterloo Day.
- Manages SciSpace and Faculty of Science 'Current Undergraduate Students' web pages.
- Reviews funding requests from students for conferences and new initiatives.
- Represents current students' interests in the Ten Thousand Coffees project with the Faculty of Science.
- Promotes awards and scholarship opportunities to Science students.

### **Event Planning:**

- Students awards and recognition activities (Fall):
  - Manage the event planning and execution from start to finish
  - Engage with Associate Dean, Student Relations, on other awards recipients, nominees, and presenters that should be invited
  - Coordinate the scope and goals of student awards recognition with the Associate Dean, Undergraduate Studies, and Dean of Science

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- Collect student invitee lists from Student Awards and Financial Aid and Graduate Studies Office
  - Contact and book campus partners and key people in Science to present information about campus opportunities.
- Valedictorian Selection (Mid-Winter):
  - Engage with Associate Dean, Undergraduate Studies, and Faculty liaison on the scope and criteria of the selection process
  - Promote the valedictorian opportunity to undergraduate and graduate students
  - Ensure that the nominees are eligible and vetted to confirm their potential to represent the graduating class at June Convocation
  - Coordinate the selection meeting and composition of the selection committee.
- Co-operative Education and Career Action (CECA) information sessions:
  - Organize information sessions geared to 1B-students that highlight services available from the Centre for Career Action and job search preparation (March)
  - Organize information sessions geared to 2A-students in co-op for the first work term job search (September)
  - Coordinate with Science Faculty Relations Manager in CECA on event planning and strategy.

### Required Qualifications

#### **Education**

- Bachelor's degree, preferably Science or equivalent education and experience

#### **Experience**

- 5 years of undergraduate academic advising or work experience with diverse student groups in an academic setting.

#### **Knowledge/Skills/Abilities**

- Proficient with university rules and regulations, campus resources, policies related to health and safety, ethical behaviour
- Demonstrated ability to make independent decisions and solve problems.
- Excellent strategic thinking, sound judgment, tact, diplomacy, ability to manage confidential and sensitive issues, interpersonal, organizational and communication skills.
- Proficient with MS Word, Excel, and PowerPoint, with ability to use more advanced data functions in Excel, e.g. pivot tables, vlookup
- Proven ability to manage a large volume of work, conflicting priorities, and deadlines
- Proficient with student needs and concerns and committed to student engagement and success

### Nature and Scope

- **Contacts:** Science students, staff, faculty and associate deans as well as staff and students external to the Faculty of Science. Uses strong communication skills (written and oral), which are required, including clarity, diplomacy and tact.
- **Level of Responsibility:** The position is responsible for organizing student transition events, engagement initiatives, and related events. Self-initiated, detail-oriented, strategic thinking is required. Possesses excellent time-management skills.
- **Decision-Making Authority:** Makes independent decisions in the deployment of student engagement initiatives and engagement budget in the Science Undergraduate Office. Provides the Associate Dean, Undergraduate Studies with decision support with respect to student engagement. Responsible for hiring, training and supervising student leaders for orientation events.

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- **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 Week, and these include, but are not limited to: administering first aid, interacting with students, who are injured (e.g. broken bones, scrapes, bruises, blood), intoxicated or, in highly emotional states.
- **Working Environment:** Exposure to conditions typical of office work and meetings; expectation of periodic travel within Ontario, annually, for Ontario Universities' Fair. Minimal exposure to disagreeable conditions typical of an academic advisor and one where it is necessary to convey negative or unwelcome information to students. Participation in numerous evening and weekend events, with significant additional hours in late-August and early-September for Orientation.