

Job Description

Job Title:	Student Engagement Officer
Department:	Science Undergraduate Office
Reports To:	Associate Dean for Teaching and Learning
Jobs Reporting:	Student Transition Coordinator
Salary Grade:	USG 9
Effective Date:	December 2023

Primary Purpose

The Student Engagement Officer will increase engagement among undergraduate Science students via the development, implementation, and evaluation of a student experience framework, in collaboration with the Associate Dean for Teaching and Learning as well as the Associate Dean for Faculty and Student Engagement. The incumbent liaises with undergraduate student advisors, student leaders, and other university staff and faculty members, to support an environment that helps Science students flourish. Advice is provided to student leaders, faculty and staff, based on research and survey results on best practices in student engagement and student development theory. The incumbent supports events and initiatives that contribute to positive student experiences, equips students with information and training, and strengthens faculty and campus partnerships to enhance student life.

The Student Engagement Officer sits at the nexus of several units internal to the Faculty of Science including Outreach, Recruitment, Advising, Communications, Advancement, as well as the departments and professional schools, coordinating multiple efforts between these partners to provide a seamless experience for undergraduate students. The incumbent also maintains strong relationships with the Student Success Office, Waterloo Undergraduate Student Association, Co-operative and Experiential Education, and Campus Housing to extend that seamless experience across shared initiatives, such as the Living Learning Community.

Key Accountabilities

Develop, implement, and evaluate the student experience framework by:

- Researching best practices in student affairs and student development theory.
- Integrating competencies and learning outcomes (i.e., UDLEs) into each extra/co-curricular opportunity provided or supported by the Faculty of Science.
- Developing metrics and KPIs for evaluating leadership, mentorship, research, working, and volunteer opportunities as well as the student experience framework at regular intervals and with stakeholder input.
- Exploring the use of co-curricular records for tracking and verifying student participation in extra/co-curricular activities.
- Exploring new and innovative ways of recognizing student engagement, communicating available opportunities, and adding value to the student experience beyond the classroom.

Engaging, promoting, and liaising with student groups in Science:

- Provides coaching and mentorship to Science Society executive team, departmental clubs, and the Faculty of Science Foundation (FSF) board of directors.
- Regularly meets with Science Society executives to exchange updates on Faculty and Society initiatives, communications, and to create new opportunities that support the broader student body.

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- Acts as staff liaison to the Faculty of Science Foundation (FSF) by maintaining records, website and form data, and taking meeting minutes.
- Chairs the graduating student committee to organize and implement related activities, including valedictorian selection, graduating student send-off, grad photos, and graduating student newsletter.
- Liaises with other student groups in Science and orients student leaders to campus partners, e.g., SSO, campus bookings for events.

Coordinating engagement and recognition activities:

- Supports initiatives of the Associate Dean for Faculty and Student Engagement, Associate Dean for Teaching and Learning, and Director of Strategic Initiatives and Integrated Planning to coordinate the scope and goals of student engagement and recognition activities.
- Coordinates events including Big Bang, IDEA Series, the Student Awards Celebration, and Graduating Student Send-Off, as well as occasional one-off events such as the Solar Eclipse Viewing trip, including organizing visits by international experts.
- Coordinates initiatives including the Science Living Learning Community with Campus Housing, LEAD Scholar program, co-curricular record keeping, valedictorian selection.
- Engages with the Faculty Events Manager, Student Awards and Financial Aid, Science Alumni Engagement Officer, Science Society executives, and other campus partners to organize and execute these activities.
- Maintain agreements with external vendors (e.g., NewSchool Photography for grad photos and event support).

Collaborates, advises, and consults regarding Science student experience:

- Participates in, and provides standing reports to, the Science Advising and Student Support Forum.
- Contributes to the Science Strategic Engagement Team (SSET) by providing relevant updates on current student experience.
- Manages SciSpace and Faculty of Science 'Current Undergraduate Students' web pages.
- Collaborates with Science Communications team on information sharing, current students' interests, and posts for various social media.
- Reviews funding requests from students for conferences and new initiatives.
- Promotes awards and scholarship opportunities to Science students.
- Participates at Ontario Universities Fair (OUF), open houses, You @ Waterloo Day, Science Society GradBall, and outreach initiatives as needed.
- Supports Student Transition Coordinator as needed.
- Coordinates with Student Transition Coordinator and Recruitment Coordinator to manage student volunteers to facilitate the access to multiple volunteer opportunities across the Faculty of Science.

Manage direct report and student engagement budget:

- Provides vision and context needed for the Student Transition Coordinator to be effective in their role supervising student volunteers and a co-op student.
- Hires CO-OP student for Student Transition Coordinator.
- Develops effective work team dynamics.
- Manages performance through both formal (performance appraisal) and informal methods such as regular feedback, coaching and one-to-ones.
- Submits annual student engagement operational plan and budget.

**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*

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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">• Bachelor's degree, preferably Science or equivalent education and experience
Experience <ul style="list-style-type: none">• Preferably 3 years or more of experience in undergraduate academic advising or work experience with diverse student groups in an academic setting.
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Strengths in relationship building, interpretation of data, process analysis, communication, presentations, collaborative teamwork, and knowledge of the Waterloo student experience will all be required for this role.• Up to date on the needs of a diverse population of students and their families including but not limited to priority populations such as first-year, transfer, exchange, and international students.• A record of and commitment to participating in ongoing learning and engagement in the areas of equity, diversity, inclusion, anti-racism, and accessibility.• Demonstrated ability coaching student staff in event management, facilitation and program content development, as well as team building and conflict management.• 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.• Demonstrated ability to manage and align stakeholders and their input on issues.• Knowledge of program / project management.• Excellent strategic thinking, sound judgment, tact, diplomacy, ability to manage confidential and sensitive issues, interpersonal, organizational, and communication skills.• Proven ability to manage a large volume of work, conflicting priorities, and deadlines.

Nature and Scope

- **Contacts:** Regularly works with the Associate Dean for Teaching and Learning, Associate Dean for Faculty and Student Engagement, Science Advancement, Science Communications, Science Recruitment, Science Indigenous Initiatives, and Science Outreach as members of the Science Strategic Engagement Team. Also works regularly with partners external to the Faculty of Science including the Student Success Office, Co-operative and Experiential Education, WUSA, and Campus Housing. Uses strong communication skills (written and oral), which are required, including clarity, diplomacy, and tact.
- **Level of Responsibility:** The Student Engagement Officer performs specialized work with minimal supervision and has a direct report. The Student Engagement Officer provides co-worker support (e.g., leads teams within the Faculty of Science) and coaching (e.g., to student groups and to direct reports). The Student Engagement Officer is also responsible for the annual student engagement operational plan and budget
- **Decision-Making Authority:** Provides the Associate Dean for Teaching and Learning and Associate Dean for Faculty and Student Engagement with decision support with respect to student engagement. Responsible for training and advising student leaders in the Science Society, departmental clubs, endowment fund boards, and other current student activities.
- **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 student-oriented activities, and these include, but are not

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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 will be required.