

Job Description

Job Title:	Student Transition and Engagement Officer
Department:	Faculty of Environment
Reports To:	Reports directly to the Associate Dean, Undergraduate Studies. Reports functionally to the Faculty Undergraduate Operations Manager and the Recruitment and Student Engagement Coordinator
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	October 2022

Primary Purpose

The incumbent will support and advise new Faculty of Environment students with their transition to University, from the time of matriculation. This position will master an ethos of caring for students, through allyship, advising, communication, and direction, acclimatizing students to the University of Waterloo. Strategies and techniques will be used to provide students with the tools and resources they require to successfully sus out appropriate supports and resources, throughout their academic career, to meet their individual needs - promoting academic success.

Connections fostered during the first year will continue in upper years by improving the level, intensity, and engagement of Undergraduate students in campus life; promoting intellectual, personal, and professional development while nurturing a sense of belonging.

Key Accountabilities

New student transition/retention

- Faculty of Environment point of contact for all incoming students - providing attentive, timely, and personalized communication, support, and responses.
- Foster a sense of community and builds relationships through in-person or virtual meetings, sessions, and events during the summer months, nurturing a strong connection with incoming students.
- Work closely with the Student Success Office to develop and oversee programs and projects to assist students in their transition to student life.

New and First year student engagement/communication

- Consistently review first year communications sent by the Faculty of Environment Communications Manager, academic units and departments external to the Faculty of Environment, i.e., Registrar's Office, Co-operative Education, and Student Success, to stay informed and to negate duplication.
- Construct, map, and manage a communication sequence for new and first year students, that provides information in a timely and sequential manner.
- Foster relationships with students by being an accessible and supportive ally.
- In coordination with the Student Success Office and the Recruitment Coordinator, responsible for the development and management of the Faculty of Environment Waterloo Ready program.
- Serve as the Faculty's Orientation Advisor and be the Faculty representative on the University's Orientation Advisory Committee.
- Act as part of the Orientation Advisory Committee to implement and develop changes based on direction given by the Orientation Steering Committee and the University's strategic goals.

Job Description



- Hire, supervise and coach senior student leaders and assists with the selection of over 75 student volunteers, providing direction in the areas of training, evaluation, program management and recognition. Ensures ongoing leadership and personal development for student leaders.
- Act as supervisor and emergency contact for students during Orientation events.
- Collaborate with campus partners to develop and implement orientation programming, including, but not limited to, other Faculties, Waterloo Undergraduate Association (WUSA), the Student Success Office, Graduate Studies, and academic units.
- Manage and develop the first-year peer mentorship program: interviewing, hiring (Workday), training and supervising paid peer mentors; developing peer mentorship modules; assigning peer mentorship teams.
- Evaluate the Faculty of Environment orientation and transition programs annually, provides recommendations and strategic direction to the Faculty and campus partners.
- Liaise with the Recruitment Coordinator and Marketing and Recruitment Specialist to ensure prospective students and their families are made aware of student success initiatives (via websites, Twitter, Facebook and other social media)
- Maintain and be the point of contact for all ENV new and first-year student webpages, including those that are managed by external departments, i.e., First year course selection page - Office of the Registrar.

First year advising and risk management (1A/1B/Foundation term)

- First year advisor, in collaboration with program-specific academic advisors, for all plans offered by the Faculty of Environment.
- Establish, review, and publish alternate first year pathways for students.
- Collaborate and maintain communication with unit Academic Advisors and Associate Chairs/Directors Undergrad.
- Identify and support, through advising, mentorship, and allyship, at risk first year students early in their academic career.
- Assign academic decisions/progression, in collaboration with the academic units.
- Connect with students who are in conditional or failed standing after their 1A and/or 1B term(s) and implement a succession plan based on the student's needs and lived experiences.
- Manage the Foundation Term: approve students for admission to the Foundation term, maintain contact with those students throughout the term, and assign an academic decision/progression at the end of term.
- Develop and implement a seamless transition plan, for first year students to their upper-year unit academic advisors.
- Work closely with the Student Success Office implementing and developing first year student initiatives.
- Partner with the Student Success Office to design, distribute, and collect responses for the New Student Transition experience survey. Analyze survey data and report findings to the Faculty Undergraduate Studies Committee.

Student Engagement/Student Success

- Conduct and report on research and implement initiatives based on best practices and new technologies
- Liaise with the Student Success Office to develop programs to enhance the Faculty of Environment student experience.
- Engage and recruit Environment faculty and staff to participate in Faculty-specific and institution-wide student success initiatives.
- Consult with colleagues across the Faculty to ensure student perspectives are brought to relevant discussions and are considered in decisions impacting the student experience.

- Maintain open communication with academic unit advisors and Associate Chairs/Directors Undergrad to inform about resources available to students and identify student and departmental needs. Collaborate to find solutions and tactics to continuously improve offerings to Environment students.
- Develop and manage an annual budget for Faculty events, training sessions, volunteer management, and volunteer appreciation.
- Oversee implementation of events; provide guidance, budgetary and operational advice; and offer overall support to the Environment Student Society (ESS) executive, Environment Peer Mentorship Program, and the Grad Formal Committee. Serve as liaison between student groups and the Dean of Environment.
- Act as staff liaison on behalf of ESS to the Waterloo Undergraduate Student Association (WUSA) to promote positive working relations between both groups.
- Ensure that all operating accounts for student activities are soundly managed and work with the Faculty Financial Officer to ensure University policies and procedures are followed.
- Assess and provide Faculty endorsement for student-held events.
- Liaise with Co-operative Education and the Centre for Career Action in promoting high quality career advising to Environment students, as well as providing information on careers, professional and graduate schools, and navigating the co-operative education experience at Waterloo.
- Promote and facilitate student access to Faculty instructors, administrators and advisory staff (Faculty of Environment), campus resources (e.g., Registrar's Office, AccessAbility, Counselling Services, Environment Peer Mentorship, Health Services, Centre for Career Action, Housing, Student Success Office, etc.) and student success initiatives.
- Liaise with the Manager, Communications, to keep current student websites relevant and up to date. Responsible for updating WCMS websites and social media pages pertaining to student involvement.
- Liaise with the Student Success Office in providing high quality skill development workshops and resources for Environment students.
- Recruit and coordinate student volunteers for faculty events and committees.

Committees and Collaborative Partnerships

- The incumbent will be the faculty representative on the Foundation Term and the Early Engagement working groups and the University's Orientation Advisory Committee.
- Initiate connections with counterparts in other faculties to routinely discuss new initiatives and best practices.
- Work closely, support, and stay informed and connected with the ENV student societies and WUSA.
- Liaise and maintain a close working relationship with the Student Success Office, the Registrar's Office, the Faculty of Environment Recruitment Coordinator, and Faculty of Environment academic units.
- An active member of the Faculty of Environment Petitions Committee and will provide information and insight on petitions initiated by first year students.
- A non-voting member of the ENV Undergraduate Studies Committee, whose responsibility is to implement unit or Faculty driven change affecting undergraduate academic plans and operation.

**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

Job Description



Education <ul style="list-style-type: none">• Bachelor's degree (preferably Environment) required or equivalent education and experience
Experience <ul style="list-style-type: none">• Previous experience in a student engagement, communications or public relations role• Experience hiring and supervising student employees and/or volunteers• Basic to intermediate experience with development of content specific for website• Experience in the planning and execution of events.• Experience working as part of a team in an environment that require strong time management skills and ability to adapt to a changing environment
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Familiarity with Environment academic plans• Knowledge of SSO initiatives and programming, particularly as it relates to first year students• Excellent interpersonal skills required• Proven ability to manage a large volume of work with competing priorities and deadlines• Exceptional verbal and written communication skills• Proficient in MS Word, Excel, and PowerPoint.• Occasional evening/weekend work required

Nature and Scope

- **Contacts:** internally, interacts with Environment staff and current students including Associate Dean, Undergraduate Studies, Associate Chairs/Directors, Senior staff in the Dean's office including the Executive Officer and Faculty Financial Officer, Counselling Services, Student Success Staff, Athletics Staff, Co-operative Education and Centre for Career Action, Marketing and Undergraduate Recruitment Staff. Externally, makes contacts with services and suppliers to deal with, influence, and coordinate activities (e.g. food vendors), limited contact with parents of incoming students.
- **Level of Responsibility:** Manage a faculty-wide function or process that is specialized but has no direct reports.
- **Decision-Making Authority:** Make decisions about how best to implement faculty plans within student volunteer framework. Make decisions as the orientation and student society advisor role related to how best implement faculty plans. Make decisions about which information needs to be communicated back to the Faculty. Make decisions related to the content to be included in communication strategies to current students while aligning the plan to the Faculty's overall student success goals. Make decisions regarding resources and services that should be made available to new and current students to promote student engagement and success. Make recommendations to Associate Chairs/Directors and the Associate Dean, Undergraduate Studies re: Foundation Term.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment.
- **Working Environment:** Standard office hours including occasional evening and weekend work associated with student events and meetings. Some exposure to disagreeable conditions due to conflict and student disputes.