

## Job Description

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<b>Job Title:</b>	Student Engagement Officer
<b>Department:</b>	Arts Undergraduate Office
<b>Reports To:</b>	Associate Dean of Arts, Undergraduate Students
<b>Jobs Reporting:</b>	none
<b>Salary Grade:</b>	USG 9
<b>Effective Date:</b>	September 2017

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### **Primary Purpose**

To provide direction and implementation of the Faculty of Arts' student engagement and retention initiatives. The incumbent liaises with undergraduate student advisors, student leaders, and other university staff, to support an environment that helps Arts students flourish. Strategic advice is provided to student leaders, Arts faculty and staff, based on research and survey results on orientation and student transition activities. Initiates and supports events that contribute to positive student experiences, equips students with information, and increases the likelihood that students will complete their studies in the normal timeframe and manner.

### **Key Accountabilities**

*List the major responsibilities of the job, divided into 3 to 5 broad categories. These should reflect 80 - 90% of "what" the job does not the "how". Insert a category heading and in bullet form below, state specific responsibilities.*

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

- Serves as the Orientation Advisor (OA) for Arts students on the Federation Orientation Committee (FOC).
- Attends regular meetings with the other campus OAs from the Student Success Office (SSO), Federation of Students, and other faculties.
- Responsible for student transition and orientation planning and implementation, including hiring and supervising up to five student committee members (FOC) and overseeing the selection of up to 200 student leader positions, providing direction in the areas of training, evaluation, program management and recognition. Ensure ongoing leadership and personal development for student leaders.
- Co-chairs a small number of meetings of the entire FOC team with other OAs.
- Attends or monitors all Arts Orientation Week events along with the Arts FOC members to ensure proper execution and safe conditions.
- Contributes to the overall management and supervision of Orientation Week events across campus with the OA team.
- Evaluate Arts Orientation program annually, provide recommendations and strategic direction to the Faculty and campus partners.
- In partnership with SSO, direct and implement Arts 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 transition events (Orientation Week, Arts 101) and ensures proper representation from Arts academic advisors, faculty, staff, Associate Deans, and Dean.

- Works with Internal Transfer Advisor to ensure all internal transfer students receive a proper orientation to Arts and ongoing appropriate support
- Engages the Associate Dean, Undergraduate Students for advice and contributions for Living-Learning and New Student Transition.
- Collaborates with the Arts Recruitment Co-ordinator on transitioning students from recruitment relationship to post-confirmation initiatives.
- Documents and investigates negative incidents involving first-year students and orientation leaders, when required.

**Responsible for managing, collaborating, advising, and consulting regarding Arts student engagement initiatives**

- Coordinates the development and promotion of programs and services aimed at enhancing the student experience while ensuring effective implementation of the Faculty's strategic initiatives.
- Collaborates with advisors for the development and co-ordination of year one electronic outreach activities, including, but not limited to, advisement sessions, Declare a Major initiatives, student surveys, and SmARTSpace.
- Support Arts advising team with at-risk student initiatives by informing faculty and staff of resources available to support student success.
- Provide relevant data to Arts Recruitment Team on student engagement and participate in recruitment events where appropriate (Ontario Universities' Fair (OUF), Fall Open House, March Break Open House, and You @ Waterloo Day).
- Leads and executes Arts' peer mentor selection, oversight, and programming, as appropriate to the program's implementation.
- Acquires and analyzes research data to inform the Faculty's undergraduate initiatives and to inform the ongoing development and evaluation of the Faculty's transition, retention, and engagement plan.
- Manages the Engagement, Orientation, and Community Building function budgets (approximately \$50,000 in total) to ensure that efficient and economical purchasing and record-keeping occurs relative to student engagement functions.
- Monitors and reports regularly on student engagement initiatives; provides end-of-term statistics so that initiatives may be assessed for effectiveness.
- Administers all phases of the Arts Valedictorian selection process.
- Acts as the Faculty liaison for Arts' Living-Learning Communities in partnership with the Arts and Business and GBDA advisors.
- Implement and maintain student communication plan in the Faculty of Arts.

**Responsible for engaging, promoting, and liaising with student groups in Arts**

- Assess and provide Faculty endorsement for student-held events
- Acts as primary Faculty liaison to the Arts Student Union (ASU) and other student groups in Arts for matters related to student engagement and success, providing guidance, budgetary and operational advice and overall support.
- Recruit, hire, train and manage the Arts Community Engagement (ACE) Team including the expansion of peer-to-peer connections and networks in Arts.

**Develop and engage students in extra-curricular activities that promote intellectual, personal, and professional development. Such support may include, but is not limited to:**

- Liaise with Co-operative Education and the Centre for Career Action in promoting high quality career advising to Arts 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 instructors, administrators and advisory staff (Faculty of Arts), campus resources (e.g., Registrar's Office, AccessAbility, Counselling Services, Health

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Services, Campus Wellness, Centre for Career Action, Housing, and Student Success Office), and student success initiatives.

- Liaise with the Student Success Office to provide high quality skill development workshops and resources for Arts students.
- Collaborate with Arts Alumni Officer for the co-ordination of Grad Class Send-Off.
- Assist with the co-ordination, planning, and implementation of student engagement events.
- Recruit and coordinate student volunteers for faculty events and committees.

### **Required Qualifications**

*If hiring today, what would be the required education, experience, knowledge, skills and abilities?*

#### **Education**

- University degree; equivalent combination of education and experience will be considered.

#### **Experience**

- Experience working with diverse student groups in an academic setting
- Experience mentoring and providing guidance to student leaders is essential
- Familiarity with the needs and concerns of students and commitment to student engagement and success
- Experience with MS Office (Word, Excel, Powerpoint), Quest, web management software, SharePoint and LEARN
- Experience and knowledge of research/survey best practices
- Event and/or program/project management experience is an asset.

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

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- Must be confident, organized and an accomplished problem-solver
- Excellent communication (oral and written), interpersonal, report-writing, organizational, research, and analytical skills
- Proven ability to manage a large volume of work, conflicting priorities, and deadlines; excellent time-management skills
- Excellent diplomacy, tact, good judgment skills when interacting with students, staff, and faculty
- Demonstrated ability to work independently and as a team member, in a fast-paced environment.

### **Nature and Scope**

- **Contacts:** Works collaboratively with students, faculty, and staff, as well as communicating regarding student engagement and student success initiatives. Strong communication skills (written and oral) are required, including clarity, diplomacy, and tact. Ability to work independently and as part of a team. Internally, makes contact with colleagues across campus, current students, staff, and faculty, some senior management. Externally, some interactions with vendors, local volunteer organizations, and the general public (i.e., at events)
- **Level of Responsibility:** The position is responsible for independent decisions relating to allocation of resources, oversight of student co-op positions, student leadership volunteer positions. Self-initiated, detail-oriented, strategic thinking is required.
- **Decision-Making Authority:** Works with a high degree of independence and provides decision support related to student engagement and success, subject to a broad set of directions and guidelines from the Associate Dean of Arts – Undergraduate Students. Makes independent decisions in the deployment of student engagement initiatives and engagement budget in the Arts

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Undergraduate Office. Provides the Associate Dean, Undergraduate Students with decision support with respect to student engagement. Responsible for hiring, training, and supervising student leaders for orientation events.

- **Physical and Sensory Demands:** Demands typical of an administrative position in an office environment. Exposure to fast-paced service oriented environment. Atypical demands are very likely during Orientation, including but not limited to: administering first aid, and interacting with students who may be injured (e.g. broken bones, scrapes, bruises, blood), intoxicated, or in highly emotional states.
- **Working Environment:** Minimal travel. Regular working hours. Participation in numerous evening and weekend events, with significant additional hours in late August and early September for Orientation events. No significant physical risks. Some exposure to disagreeable conditions typical of a position supervising student volunteers, particularly where conveying unwelcome or negative information is necessary.