

## **START Leader Position Description and Summary – Summer 2022**

Oregon State University's Orientation for new students is called START and is housed within the Office of Student Orientation (OSO). This orientation program consists of three quarterly sections (Winter, Spring, and Summer) which prepare new Oregon State students for academic and personal success at our institution. While the duties of the START Leader will vary from day to day, the primary responsibility is to serve as a leader and guide for new students through a successful transition to Oregon State. Additionally, as an employee of the Office of the Dean of Students (ODOS), START leaders assist the department in achieving the primary objectives of holistically helping students in transition, building a community campus-wide, and empowering students on their path toward becoming citizens of the world.

### General Position Expectations

- Serve as an expert orientation resource for incoming students and their families, as well as campus partners and officials
- Attend all assigned START events, trainings, and required office hours, as well as any assigned meetings with the START professional staff or campus partners
- Develop a positive working relationship with all START Orientation staff and co-workers
- Treat all START staff members, campus partners, and incoming students and families with courtesy, respect, and consideration
- Functions as a team player in the office and virtual environments where our work happens
- Serve as a role model and mentor for all new students encountered

### Position Details (subject to change)

- This position will be compensated at \$13.50 per hour.
- Paid spring training will occur weekly from March 28, 2022 through June 3, 2021. Staff can expect to work 5-6 hours per week during this period.
  - This will consist of a consistent weekly 90 minute meeting, at a time when all staff can be present, which is usually in the evening. These may be in-person or virtual.
  - Additionally, up to 5 weekend meetings will be scheduled consisting of 3-4 hours each. These may be in-person or virtual.
  - Each week, there will be additional work required beyond the meeting times, consisting of work in teams to complete projects in preparation for summer, readings in preparation for training, and small group preparation time. These may be in-person or virtual.
- Paid June training will take place June 13-16, and staff can expect to work up to 40 hours that week. This will be in-person in Corvallis, OR.
- Staff will then work 20-30 hours per week starting June 21, 2022 through September 16, 2022. The majority of this work will happen in person in Corvallis, OR.
- Many START Leaders will be able to make \$3000 for the summer's work. Opportunities may exist for up to 38 hours per week during the summer, if the department needs and candidates desire to work.
- Please note that taking over 6 credits of summer school classes will limit the number of hours you are able to work.
- At the time of this posting, exact dates are not yet known for summer START. Once they are finalized, they will be shared with staff as all staff are required to be at all START sessions, whether in-person or virtual.

### Specializations

- Upon hire, some START Leaders will be offered a specialized role in supporting transfer students, international students, student athletes, and students of color. This does not change the details above, but does provide some focus on specific student populations to support as a START Leader. If funding allows for further staff expansion, increased specialization options may become available.

## **Duties**

### **Direct incoming student support- 45%**

- Facilitate small group sessions of new students to introduce them to Oregon State culture
- Share your Oregon State story with new students to support their connection to their new institution
- Develop small group presentation independently and/or with another START leader
- Host social events, virtually and/or in the evening, to help student to connect with one another
- Share part of your Oregon State experience by highlighting part of your story in OSU experience groups
- Staff the web-based chat, answering questions from parents, families, and students
- Communicate with students via email and phone regarding their transition to Oregon State
- Check-in with students before and after their START session and facilitate discussion online

### **Office and administrative work – 40%**

- Respond to email messages in a timely manner through work email account(s)
- Support larger or project-related tasks as directed by the START staff
- Use online tools as needed to reach out to students and facilitate their START experience
- Use MS Excel, as well as Box and Google, to track student progress through their START experience
- Regularly engage on MS Teams and attend to all assigned tasks and messages present there
- Attend all staff meetings, pod meetings, and 1:1 meetings with supervisor and senior start leaders
- Engage with ongoing professional development throughout your time as a START Leader

### **Program support for incoming students – 10%**

- Maintain positive customer service in all engagements with incoming students and families
- Maintain a calm demeanor when interacting with students or families who may be emotional or upset
- Act as a resource guide and referral agent for campus services and programs
- Refer students and families to the appropriate staff person once the limits of knowledge are reached
- Assist in the administration of resource fairs, campus partner programs, parent sessions, and any other START related content
- Facilitate ALEKS math placement test compliance through email and phone calls
- Develop program content as needed or requested by START staff
- Engage in project teams as needed to further the program offerings for new students

### **Emergencies and confidentiality – 5%**

- Maintain the confidentiality of all visitor, student, staff, faculty, and parent information as needed
- Maintain the confidentiality of records as stipulated in FERPA (Family Educational Rights and Privacy Act) utilizing confidential software when required
- Report emergencies and accidents to appropriate departments
- Uphold all Oregon Public Official ethics rules and guidelines and asks for clarification if needed before disclosing any information outside of START orientation
- Assist all Law Enforcement Agencies when necessary and within OSU policy and procedure
- Other duties as assigned

Successful candidates are required to:

- Be eligible to be employed at Oregon State via these requirements:<http://fa.oregonstate.edu/stu-manual/500-employment-eligibility-requirements>
- Be a current Oregon State student who will continue to be enrolled during fall term 2022
- Be in good standing with the university academically (term and cumulative GPA 2.0 or greater) and through student conduct (no outstanding conduct sanctions and not be on probationary student status)
- Pass a criminal history check conducted through Human Resources
- Complete mandatory OSU trainings, such as mandatory reporting, FERPA, IT security, and more
- Work no more than 20 hours per week total in all OSU jobs during any term where they are enrolled in classes full-time

## **Qualifications**

### Required Skills

- Strong written and oral communication skills, including in new situations and with new people
- Ability to demonstrate effective use of problem-solving skills
- Commitment to working with diverse populations, including those across culture, ability, orientation, gender, age, language, and status
- Committed to assisting prospective and/or incoming students and their families
- Demonstrable customer service skills, especially via phone, email, and video
- Demonstrated ability and commitment to working as part of a team

### Preferred Skills

- Basic computer skills, especially with Microsoft Suite (Outlook, Word, Excel)
- Excellent time management skills
- Ability to take initiative to complete work independently and in small teams
- Fluent in second language, particularly Spanish

### Preferred Experiences

- Experience in a previous leadership role
- Experience working with diverse populations, including those across culture, ability, orientation, gender, age, language, and status
- Exposure to the various experiences of students of color, first-generation college students, and Pell-eligible students