



Oregon State University

Office of Student Orientation

Orientation Facilitator (NODA Intern)

Position Description and Summary – Summer 2023

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 Orientation Facilitator (OF) will vary from day to day, the primary responsibility is to support new students and their families through a successful transition to Oregon State. Additionally, as an employee of the Office of the Dean of Students (ODOS), OFs 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 START student staff and incoming students encountered

Position Details (subject to change)

- This position will be compensated at a minimum of \$18 per hour, based on skills and experience.
- Orientation Facilitators will work 40 hours most weeks starting May 15, 2023 through August 11th, or other agreed upon dates. The expected duration of this internship is 12-13 weeks, depending upon available start date. Work will often happen on weekends, evenings, as well as during the standard workday.
- 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.
- A furnished on-campus room will be provided as part of the Orientation Facilitator's employment package and the OF will be expected to serve in an on-call function during some overnight dates. This is in addition to the conference services staff who will be on-call for the facility.
- The Orientation Facilitator will be provided with meals during all program dates, in addition to a \$2000 Orange Cash meal stipend during the period of employment.

Duties

Program Facilitation - 30%

- Serve as a front-line orientation facilitator, leading programs for incoming students and their families at every in person or virtual orientation throughout the summer
- Work in collaboration with the START Leadership Team and campus partners to provide leadership in the implementation of summer START orientation programming for all incoming undergraduate students to Oregon State University
- Assist with the planning of OSUWelcome, the university's transition program to connect orientation, transition to campus, and the beginning of classes
- In partnership with the START Leadership Team, assess START orientation, OSUWelcome programming, and parent & family engagement programming

Office and administrative work – 30%

- 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 an Intern

Lead Work with Student START Staff - 15%

- Mentor and advise student START Leaders and Senior START Leaders
- Serve as a lead support for START Leaders and Senior START Leaders, including helping and providing critical feedback when needed
- Facilitate consistent communication between professional staff and START leaders
- Assist with planning and executing full-time START staff training (June 13-16, 2022)
- Support the staffing and structures of the START Info desk and office coverage
- Assist with the planning of the end-of-summer START Leader celebration
- Create an environment where student staff are able to learn new skills and leverage their strengths in complementing other staff members
- Actively promote a safe working and welcoming environment that advances diversity, equity, and inclusion
- Support the Senior START staff with their project teams, pods, or other projects they're working on

Communication - 15%

- Support the START program with clear communication to participants around parking, housing arrangements, and other questions as needed through email and social media
- Participate in writing, editing, and sending sequenced communication to new students throughout the recruitment cycle and into their first year as Oregon State students
- Assist in the facilitation of the parent and family communication plan, including writing, editing, and soliciting content for newsletters, calendars, parent and family handbook
- Assist in the management and regular updates of the office's three websites
- Actively support the office's social media accounts and online presence
- 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

Program support for incoming students –5%

- 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 student affiliated with a graduate program in Higher Education, Student Affairs, or other related program who will be in classes Fall 2023 (newly accepted graduate students and currently enrolled graduate students are both eligible)
- Pass a criminal history check conducted through Human Resources
- Complete mandatory OSU trainings, such as mandatory reporting, FERPA, IT security, and more

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
- Experience with peer mentorship programs
- Basic computer skills, especially with Microsoft Suite (Outlook, Word, Excel)

Preferred Skills

- Excellent time management skills
- Demonstrated ability to pay attention to details
- Ability to manage multiple competing priorities simultaneously
- 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