

START Leader Position Description and Summary – Summer 2024

Oregon State University's new student orientation 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 Oregon State. 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.

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
- Engage in conversations about equity and social justice, and develop an understanding of how systems of oppression impact incoming students
- 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 \$15.90 per hour.
- Paid spring training will occur weekly from April 1, 2024 through June 14, 2024. Staff can expect to work **5-6 hours per week** during this period.
 - This will consist of weekly trainings throughout the spring term
- Paid June training will take place June 18-June 24, 2024, and staff will be **expected to work up to 40 hours** that week. This will be in-person in Corvallis, OR.
- Staff will then work 20-35 hours per week starting June 25, 2024 through the start of fall term, 2024. The majority of this work will happen in person in Corvallis, OR.
- Opportunities may exist for up to 40 hours per week during the summer, if the department needs and candidates desire to work.
- START Leaders will be required to be at all START sessions.
- Please note that taking over 6 credits of summer classes will limit the number of hours you are able to work.

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 on the evenings after START sessions to help student to connect with one another

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, including stuffing folders, labeling materials, and more
- Facilitate ALEKS math placement test compliance through phone call

- Regularly engage on MS Teams and attend to all assigned tasks and messages present there
- Attend all staff meetings and 1:1 meetings with supervisor and senior staff leaders

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

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, including law enforcement
- Uphold all Oregon Public Official ethics rules and guidelines, as well as Oregon state and federal laws, and asks for clarification if needed before disclosing any information outside of START orientation
- 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 2024
- 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**

Undergraduate and graduate students are encouraged to apply. Seniors graduating in spring term 2023 are not eligible to apply.

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 and experiences

- 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

- 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