

Student Coordinator of Training and Development

New Student Services/Family Outreach

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- Position Title:** Student Coordinator of Training and Development
- Position Classification:** Peer Advisor 3 **Wage:** \$13.90/hour
- Reports to:** Program Director, New Student Services/Family Outreach (NSSFO)
- Hours/Week:** 30-40+ hours/week during the summer; approximately 10-13 hours/week during the fall, winter and spring. Must be available for all program dates, some of which occur during weekend and evening hours.
- Application Process:** Applications are available through online submission beginning March 8, 2018 via the NSSFO website at www.nssfo.wwu.edu and the Student Employment website at www.finaid.wwu.edu/studentjobs/. **Priority application deadline: Friday, March 23, 2018 at 5:00pm; position open until filled.**
- Start date:** Training and limited employment begins in April through spring quarter 2018 (to be negotiated); position fully begins on June 18, 2018.

Position Description:

The New Student Services/Family Outreach (NSSFO) office fosters student learning and development by supporting new students and family members in their transition to the academic, personal, and social experience of Western Washington University.

NSSFO employs a diverse staff team of dedicated, accountable, resourceful, and enthusiastic student leaders to welcome and assist new students and families with their transition to Western. As a member of the NSSFO office staff and under the direction of the Program Director, this position is responsible for coordinating and helping to facilitate the recruitment, selection, training, development, scheduling, and mentoring of the Orientation Student Advisor (OSA) team. Components of this work include some graphic and content design of marketing materials, publications and presentations. This position coordinates work schedules and flow for student staff during summer orientation programs, academic year orientation programs, family weekends and events, Western Welcome Week, and other student-related events. This position also works closely with two additional student coordinators to provide leadership, planning and support for all NSSFO programs and activities, including general office support and customer service (answering the phone, assisting walk-in's, etc.).

Minimum Qualifications:

- Undergraduate in good academic standing (min. WWU GPA of 2.5 at time of application and employment; intend to enroll Fall 2018).
- Strong leadership, communication, presentation, and customer service skills.
- Commitment to serve new students and families, and positively represent WWU at all times.
- Ability to work successfully both independently and collaboratively on a team; ability to work extended hours.
- Be punctual, reliable and professional in the performance of all responsibilities; demonstrate positive attitude and work ethic.
- Excellent written, verbal, and interpersonal communication skills; strong presentation/public speaking skills and experience
- Strong computer skills with a strong understanding of Microsoft Office: Word, Excel, PowerPoint and Outlook; additional experience with Photoshop, Prezi and InDesign are highly beneficial
- Ability to manage multiple projects with competing deadlines
- Strong organization skills with particular attention to details and accuracy
- Ability to work effectively in a team as well as independently
- Familiarity with University organization and structure
- Must be available for all orientation program dates

Preferred Qualifications:

- Completion of at least three quarters of academic coursework on main campus prior to Summer 2018.
- Successful completion of complementary academic coursework and/or co-curricular activities directly related to Leadership Development and Training experience, for example: Leadership Studies or Communications coursework, participation in campus clubs/organizations, volunteer/service-learning activities, etc.

Direct Position Responsibilities:

- Coordinate and help facilitate the recruitment, selection, training, and development of the OSA team
- Organize and help facilitate program-specific training sessions for the OSA team

- Coordinate and outline responsibilities for the special assignments and scheduling of the OSA/student staff team
- Develop the Orientation Session presentation and related materials for summer and academic year orientation programs
- Provide ongoing mentorship, communication, outreach, and support to OSA team
- Provide excellent customer service in the office, over the phone and during all program activities
- Maintain professional correspondence with other University departments and administrators
- Serve as a positive role model and representative of NSSFO and WWU
- Special projects as assigned

For more information, please contact New Student Services/Family Outreach at (360) 650-3846 or nssfo@wwu.edu.