

Job Title:	Student Experience Coordinator
Grade:	13
Division/Department:	Student Experience and Housing
Reports to (title):	Assistant Director, Student Experience and Housing
Date of completion:	November 4, 2024

### General Accountability:

The Student Experience Coordinator provides day-to-day operational guidance to a team of student staff to oversee the execution of programs and initiatives that support in the transitional adjustment, educational success, cultural adjustment, language skill development, and leadership growth of both international and domestic students studying at Renison University College. The position ensures all programming and support initiatives are executed to support the student success and wellbeing of students. The role performs a variety of accounting and administrative duties under supervision.

### Key Accountabilities:

- **STUDENT LEADERSHIP DEVELOPMENT** – Provide leadership to the student staff in the Student Experience Coordinator’s area of responsibility to achieve all goals and objectives of the Student Experience and Housing team and supporting the staff in their own leadership development. Create and maintain positive working relationships with Student Staff by establishing a clear set of reasonable and mutually agreed upon expectations, effectively measuring and evaluating performance, and providing feedback. Ensures best practices are upheld in the leadership and training of the Peer Leader teams to maintain excellent student staff mentorship. Coordinate job descriptions, recruitment, hiring, supervision, and performance evaluation of student staff on a termly basis, including providing necessary information to the Assistant Director, Student Experience and Housing to draft contracts. Follow processes by Co-operative Education in hiring a co-op student on a termly basis. Provide strong leadership to Peer Leaders by setting clear and reasonable expectations, and by providing training and feedback to establish a strong foundation for performance. Design and deliver student staff training and orientation sessions in collaboration with the Student Experience and Housing Team. Provide oversight of Peer Leaders, including but not limited to allocating work assignments, making schedules, submitting payroll forms, and reviewing work in progress. Hold regular student staff team meetings, and prepare and conduct performance evaluations at the end of each term. Coordinate volunteer leadership opportunities, including oversight of ELI student committees, and support in their growth and leadership development on a regular basis.
- **COMMUNICATION** - Manage the execution of targeted communications strategies for students, including electronic newsletter communications, website updates, and social media communications. Oversee social media engagement with internal social media app groups (WeChat, WhatsApp, LINE, Kakao, Facebook) and ensure accessibility of staff to provide quality

customer service in responding to student inquiries and concerns. Ensure consistent communication of events and support information to students. Communicate necessary event and student support information to departmental staff. Manage the execution of targeted communications strategies for students, including electronic newsletter communications, website updates, and social media communications. Be available on call as necessary for bus trips, welcoming new students arriving in Canada for English language programs, and events when occurring outside of regular work hours.

- **PROGRAM ADMINISTRATION** – Attend regular meetings with Student Experience and Housing team, English Language Institute staff, and degree program departments to ensure oversight and management of Student Experience and Housing services and programming that meet changing student needs. Oversee data management and assessment tools for Student Experience & Housing programming, including data collection of feedback surveys, program participation, and conduct comparative analysis of program success in relation to co-curricular engagement. Ensure delivery of Orientation and End-of-term Celebration/Graduation processes for respective programs informed by best practices, including logistics of celebrations, schedules, welcome packages, and pre-arrival communications. Conduct pre-departure sessions virtually for language programs to support students in their travel to Canada. Manage and coordinate Renison’s conversation partner program that allows students to have opportunities for intercultural interaction. Gather invoices and payment requisitions to ensure proper payments for services rendered by external vendors and businesses.
- **EVENT MANAGEMENT** – Foster and encourage opportunities for cross-collaboration among all student leadership teams across Renison University College that will allow Peer Leaders to facilitate programming in partnership with other peer leader teams, student committees, and residence Dons. Develop, initiate, plan implementation, and maintain strategies that ensure successful student experience programs based on both theoretical and practical information, and that programs are designed to foster student learning competencies of social skill development, academic and learning skill support, wellbeing support, leadership growth, and language skill development. Responsible for the delivery of strategies and initiatives designed to enhance the student experience for all students, with the ability to build capacity in programming for supporting priority and equity-deserving student populations, including residence students who identify as First Nations, Métis, and/or Inuit/Inuk, Black, racialized, a person with a disability, and/or 2SLGBTQ+. Coordinate activities within an events calendar within an events calendar including Orientation sessions, bus trips, social events, and graduation ceremonies; support with the necessary ticket purchasing and bus bookings for excursions. Coordinate event logistics by booking event venues, including spaces in Renison and the University; coordinating audio-visual requirement; purchasing food; coordinating event set-up and takedown; booking buses for transportation purposes. Develop registration sheets for paid student events and managing online portal (Shopify) to collect money for paid student events. Liaise with stakeholders to coordinate guest speakers, tours of facilities, workshop delivery, and out-of-city excursion planning in various Ontario/Quebec destinations for respective events. Oversee risk management procedures to ensure safety and security of all participants in events, including risk assessments and the execution of waivers. Support Renison’s marketing efforts by leveraging current student activities as marketing opportunities for prospective students through social media channels and university website. Plan, deliver and evaluate all student events while being informed and guided

by best practices, current research, and student success strategies, and use current research to plan intentional, proactive, and responsive programs that are in line with the needs of our students and Faculty partners. Coordinate the collection of information related to activities (student and peer feedback, attendance numbers, etc.) to provide recommendations for future program adjustments and considerations. Support and coordinate Renison's involvement in special events such as International Education Week, Thrive Week, Bell Let's Talk Day, and Black and Gold Days. Plan, present, and/or coordinate educational sessions for students regarding off-campus housing topics.

- **MANAGING PARTNERSHIPS** - Build partnerships for enhanced collaboration with campus partners to ensure students are provided with necessary support, resources, and information pertinent to their student experience, and to ensure programs and strategies complement one another and are consistent in delivery and outcomes for all students. Establish a network of strategic relationships with external organizations outside the University of Waterloo (OACUHO, CACUSS, etc.) to remain up to date on new research, strategies, and initiatives. Participate in, and contribute to, regular staff and department meetings and meetings with campus partners as appropriate. Engage campus partners in meaningful conversations about factors that contribute to student success, retention, and engagement. Represent the Student Experience and Housing department on multiple committees and at meetings related to the student experience.

### Qualifications:

- Three year diploma or degree in Leadership, Community Development, Education, Student Development, Recreation, Social Work, Social Development, Sociology or related field
- Knowledgeable about the first-year student experience (both domestic and international students) and has an awareness of the needs of first-year students and English Language Learners.
- Related experience in Student Affairs considered an asset.
- Experience using software and programs such as Microsoft Office Suite (specifically Microsoft Word, Excel, Publisher and PowerPoint).
- Demonstrates strong organizational skills and an ability to manage multiple demands simultaneously while remaining detail-orientated and professional.
- Displays excellent problem-solving skills, strong judgement, professionalism, adaptability, and diplomacy.
- Experience participating in international or cross-cultural living and learning opportunities; approaches cross-cultural communication and inter-group dynamics with sensitivity and respect.
- Strong customer-service orientation, and adaptable to work in busy environments.

### Working conditions:

- **Physical Effort – Moderate:** Work activities require intermediate periods of moderate physical effort. Activities typically require various muscle movements with frequent requirement for speed and coordination. Examples include working in awkward positions (up to 50% of time), regularly climbing ladders or lifting medium weight objects.

- **Physical Environment - Moderate:** Physical or moderate hazardous Works in an environment with frequent exposure to unpleasant conditions. There may be occasional exposure to health or accident hazards that may result in accidents that cause discomfort for a short period of time.
- **Sensory Attention – Considerable:** Work activities involve a frequent need to concentrate on a variety of sensory inputs for lengthy durations, requiring diligence and attention. If sensory activities are interrupted, considerable time in backtracking is required to resume activities. The need for detailed or precise work is high.
- **Mental Stress – Considerable:** Work activities are performed in an environment with frequent exposure to mental pressure conditions where the mental stress would be noticeable.