2020 Team Leads (BYA) Job Description (Student Assistant III)
Non-Driving Position
Office of Student Development, Student Housing & Dining Services
University of California, Davis

**Position Description:** The Team Lead position is a mid-level leadership position. Team Leads are student staff members who receive leadership training, as well as train and supervise a group of Orientation Leaders. Team Leads act as a liaison between the Orientation Leaders and Orientation Student Managers. In addition, Team Leads serve as the behind the scenes event management to ensure a positive orientation experience. Team Leads serve as a resource to professional and student staff, incoming students and family members and campus personnel to meet the goals and learning outcomes of the Aggie Orientation Program.

The Team Lead position is a “Casual/Restricted,” part-time staff member during Winter, Spring, and June-August; then work full-time during Program Prep and Aggie Orientation in September.

**Learning Outcomes:** Students in this position will...
- Learn and utilize interpersonal communication skills, such as group facilitation, active listening, coaching, feedback, practicing empathy, and working cooperatively on a team
- Gain leadership and supervisory experience while mentoring their own group of Orientation Leaders
- Develop event planning and program implementation skills
- Understand and articulate how diversity and inclusion play a part in a students’ experience on a large campus.
- Understand and articulate issues impacting students in their first year at UC Davis, and resources and strategies for supporting them
- Gain tangible and transferrable skills related to future career including adaptability, taking initiative, teamwork, critical thinking, problem solving, and self-reflection

**Appointment Details**

It is expected that other outside commitments will not interfere with meeting the expectations of this position. This includes Resident Advisor and First-Year Experience Peer Mentor or Peer Coordinator roles. Applicants should be committed to working the full term of employment.

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Dates</th>
<th>Event</th>
<th>Hours/Week</th>
<th>Compensation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Winter Quarter 2020</td>
<td>February 3-March 13</td>
<td>Office Hours</td>
<td>2-4 hours/week</td>
<td>$13.75/hour</td>
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<tr>
<td>Spring Quarter 2020</td>
<td>April 5</td>
<td>Team Lead Retreat</td>
<td>8 hours total</td>
<td>$75.00 (one-time payment)</td>
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<tr>
<td>Spring Quarter 2020</td>
<td>March 30-June 5</td>
<td>Office Hours</td>
<td>4-6 hours/week</td>
<td>$13.75/hour</td>
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<tr>
<td></td>
<td>March 30-June 5</td>
<td>EDU 198</td>
<td>2 hours/week</td>
<td>2 Units</td>
</tr>
<tr>
<td>Spring Quarter 2020</td>
<td>April 4 and April 12</td>
<td>Orientation Leader Spring Training</td>
<td>8 hours total</td>
<td>$75.00 (one-time payment)</td>
</tr>
<tr>
<td>Summer 2020</td>
<td>June 22-September 4</td>
<td>Online Remote Work</td>
<td>10 hours total</td>
<td>$13.75/hour</td>
</tr>
<tr>
<td>September 2020</td>
<td>September 14-October 2</td>
<td>Orientation Training and Program</td>
<td>140 hours/3 weeks</td>
<td>$1,925.00 (BYA) (Bi-weekly payments per payroll calendar)</td>
</tr>
<tr>
<td>October 2020</td>
<td>October 5-9</td>
<td>Clean Up</td>
<td>2-4 hours total</td>
<td>$13.75/hour</td>
</tr>
</tbody>
</table>

Throughout the academic year, Orientation student staff must work less than a combined 19.5 hours per week across campus, even if they hold multiple position appointments, per departmental practice.

**Position Responsibilities**

The following outlines the responsibilities that the Team Lead is expected to perform as a staff member. While this job description is general enough to describe the responsibilities, the Team Lead may be expected to perform additional functions.

A. **Program Development & Administrative Support**
- Collaborate effectively with Team Leads, Orientation Student Managers, and Professional staff to develop, plan, and implement the Aggie Orientation program while providing excellent customer service to participants.
- Independently work on projects and assignments under the direction of the Orientation Student Managers in an efficient and timely manner.
- Uphold community standards, Student Housing & Dining Services, and University policies among staff and
program participants as directed by supervisor.

- Manage and maintain privacy of confidential participant information in accordance with FERPA regulations.
- Support coordination of program logistics that contribute to the operation of the Orientation program.
- Assist in implementation of the daily program operations and services of Orientation (e.g. handling student staff schedule changes; responding to emails in the inbox; securing facilities, maintaining keys & access cards; completing administrative reports and paperwork; assisting with check-in operations; answering telephones; and providing general assistance to program participants).

B. **Staff Recruitment, Selection, Supervision, Mentorship and Support**

- Assist in recruiting 500-700 Orientation Leaders.
- Train and directly supervise small group of Orientation Leaders under the direction of the Orientation Student Managers and Orientation Professional Staff, focusing on building a safe, inclusive and supportive community and team dynamic.
- Facilitate group understanding of campus resources, policies, procedures, and transition to campus life for Orientation Leaders through presentations, and individual and group interactions.
- Coordinate and monitor student staff responsibilities and work hours.
- Conduct oneself professionally in relation to student staff and program participants as a representative of the University and extension of the professional staff team. This includes role modeling the values of the UC Davis Principles of Community, abiding by all university and departmental policies, maintaining professional attire, etc. Professional expectations should be discussed with supervisor.

C. **Communication**

- Manage communication with all professional staff efficiently and consistently by staying current with email, phone, and in-person communication.
- Report all necessary concerns regarding policies, program details, and staffing to Orientation Student Managers and Student Housing & Dining Services professional staff.

D. **Additional Responsibilities**

- Participate in all Orientation staff trainings, meetings, and feedback meetings during Winter, Spring, and Summer Quarters, including 2 unit Leadership Course.
- Operate Microsoft Office Suite programs, Box, Google platforms, and other software programs.
- Interpret various presentations for participants who do not speak English (as necessary).
- Assume other responsibilities as assigned by the NSAS or Student Housing & Dining Services professional staff members.

**Dates to Hold for Mandatory Trainings and Responsibilities**

All Team Leads must hold the following times on their calendars to participate in mandatory trainings that are crucial to the growth and success of the Team Lead Team. If you have any questions about the timing of these trainings, please contact the Orientation office immediately. All Team Leads are required to be available ALL DAY (6 AM – 11:59 PM; times will vary) during Aggie Orientation.

The expected time commitments are as follows, but are subject to change:

1. **Winter Quarter:**
   a. Office hours as scheduled by employee

2. **Spring Quarter:**
   a. Wednesdays from 8:00-9:50 AM for Team Lead (EDU198) Training
   b. 1 weekend in Spring Quarter for the Orientation Team Lead Retreat (approx. 4 hours each day) **Dates and times TBD**
   c. 2 days (April 4th and April 12th) (weekend days) for multiple OL Spring Trainings (Times TBD)
   d. Office hours as scheduled by employee

3. **Summer:**
   a. Remote work to deadlines

4. **September 2020:**
   a. All day **Team Lead Training**, September 15 – 17
   b. Prep day in the office, September 18
   c. All day **OL Training** – September 20, 21, 22
   d. **Aggie Orientation** (all day & night), September 23-29
e. Aggie Orientation wrap up/clean up, September 30- October 2 (shifts will vary)

5. October 2020
   a. A few shifts for wrap up and exit interviews, October 5-9

   Qualifications

   • Employment is contingent upon successful completion of a background investigation including criminal history and identity check. The applicant must also be in good academic and discipline standing with the University, Student Housing, and Student Judicial Affairs. If you already have a successfully completed background check on file, then you may not need to complete another.

   • Must be a registered undergraduate student with a minimum of 6 units/quarter (preferred full-time student status) and in good academic standing (preferred GPA above 2.0) from the time of application and throughout the entire period of employment (with exception of summer session – units not required.) Must meet minimum progress guidelines as set by the University.

   • Preferred completion of one full year cycle of Orientation, including all trainings required for previous position (ex: EDU 198, Student Supervisor Training, Operations Spring Training, etc.)

   • Must exhibit strong leadership skills, supervisory skills, and role-modeling behaviors. Must have the ability to serve in a lead role amongst peers, facilitate training of staff, delegate tasks, and manage projects assigned to multiple students. Must be able to multitask, while also overseeing the projects of others.

   • Must have excellent communication (verbal and written) and interpersonal skills to be able to interact with the general public, incoming students and family members, peers in a work environment, and campus departments. Must exhibit strong facilitation and presentation skills and be comfortable presenting complex information to large audiences.

   • The position requires the ability to lift up to 40 pounds, bend, stoop, climb stairs and apply proper body mechanics when working (hand trucks available for use.) Also must be physically able to monitor programs in the residence halls in designated housing areas, walk the interior and the exterior of the buildings, and walk up and down several flights of stairs.

   • Must be able to work indoors and outdoors with extreme temperature variations and in all weather conditions.

   • Applicant must graduate no earlier than Spring 2020 and be able to fill all time commitments as listed above.