2020-2021 Orientation Student Manager (Student Assistant IV)
Driving Job Description
Office of Student Development, Student Housing and Dining Services
University of California, Davis

Position Description: The Orientation Student Manager (OSM) is a student staff member who works under the direction and guidance of the UC Davis Orientation Professional staff team. The Student Managers work collaboratively to participate in the planning of all aspects of Orientation including student leader recruitment and selection, training, program planning, and execution. The Student Managers serve as the direct supervisors of the Orientation Team Leads and Orientation Leaders. Additionally, they serve as role models for all student staff hired by the Orientation office.

The Orientation Student Manager is a “Casual/Restricted,” part-time staff member during Fall, Winter, Spring, and the months of June –August; then will work full time during Aggie Orientation in September.

Learning Outcomes: Students in this position will...

- Learn and utilize interpersonal communication skills, such as group facilitation, public speaking, active listening, coaching, practicing empathy, and working cooperatively on a team.
- Gain leadership and supervisory experience while mentoring their own group of Team Leads
- Develop training planning and implementation skills
- Develop event planning and program implementation skills
- Understand issues impacting students in their first year at UC Davis, and resources and strategies to support them
- Exercise high levels of customer service with guests and campus partners
- Understand and articulate how diversity and inclusion play a part on a students’ experience on a large campus.
- Gain tangible and transferrable skills related to any future job including adaptability, project management, taking initiative, teamwork, critical thinking, problem solving, and self-reflection.

Appointment Details
Final schedule and training times are subject to change and will be communicated to you at the earliest time known. It is expected that other outside commitments will not interfere with meeting the expectations of this position. This includes 2020-2021 Community Assistants, 2020-2021 After Hours Assistants, First-Year Experience Peer Mentor, Learning Living Community Peer Mentors, and Peer Coordinator roles.

<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>Fall Quarter 2020</td>
<td>November 16 – December 11</td>
<td>Office Hours</td>
<td>6-10 hours/3 weeks</td>
<td>$14.50/hour</td>
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<tr>
<td>Winter &amp; Spring Quarters 2021</td>
<td>January 4 – June 3</td>
<td>Training and Office Hours</td>
<td>10-12 hours/10 weeks per quarter</td>
<td>$15.50 /hour</td>
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<tr>
<td>Spring 2021</td>
<td>April 10</td>
<td>Team Lead Retreat</td>
<td>9 hours total</td>
<td>$139.50 - One time payment</td>
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<tr>
<td>Spring 2021</td>
<td>April 30 and May 1</td>
<td>Orientation Leader Spring Training</td>
<td>6 hours total</td>
<td>$93.00 - One time payment</td>
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<tr>
<td>Summer 2021</td>
<td>June 21- September 10</td>
<td>Office Hours and Training</td>
<td>20-25 hours/week until August 27, 2020 40 hours/week August 30-September 10</td>
<td>$15.50/hour</td>
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<tr>
<td>September 2021</td>
<td>September 13 - September 21; Clean Up: September 22-29</td>
<td>Orientation Program</td>
<td>220 hours total over 4 weeks; 6 hours for clean up</td>
<td>$3,410.00 (BYA) (bi-weekly payments per payroll calendar)</td>
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</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.

Due to COVID-19, Orientation may need to modify or suspend operations in the future, which may result in an adjustment to your hours and/or payment. Please note that staff hours and payment may be subject to change based upon business and operational needs. Any changes will be communicated to staff as early as possible.
Position Responsibilities
The following outlines the responsibilities that the Orientation Student Manager is expected to perform as a staff member. While this job description is general enough to describe the responsibilities, the member may be expected to perform additional functions.

A. Program development and support
   • Collaborate effectively with Student Manager team and Orientation professional staff to develop, plan, and implement the Aggie Orientation program to effectively achieve learning and feeling goals & outcomes.
   • Independently work on projects under the direction of the Orientation professional staff; seek feedback on said projects; complete all projects in an efficient and timely manner.
   • Collaborate with campus partners involved with aspects of Aggie Orientation.
   • Participate in regular meetings with Orientation professional staff that will focus on project support and professional development.

B. Staff recruitment, selection, supervision, and mentorship
   • Assist in creation and execution of recruitment plan to attract and hire candidates for 35 Orientation Team Leads and 400-700 Orientation Leader positions.
   • Participate in interview and selection process for Team Lead and Orientation Leader positions, as applicable.
   • Assist in curriculum development of Team Lead and Orientation Leader trainings.
   • Co-facilitate training class in Spring quarter for Team Leads.
   • Directly supervise the 35 Team Leads under the direction of the Orientation professional staff, focusing on their growth and development of job-related skills. This includes providing and accepting feedback regarding job performance, holding staff accountable, and role modeling appropriate communication and conflict mediation skills.
   • Indirectly supervise and serve as role model to 400-700 Orientation Leader staff members.
   • Employ an understanding of student and group development theories and strategies to foster effective team dynamic of Team Leads and Orientation Leader staff.
   • Maintain accountability for Team Leads’ job performance and engage in developmental conversations to improve performance where necessary.
   • 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, including health and safety policies and expectations related to COVID-19, maintaining professional attire, etc. Professional expectations should be discussed with supervisor.

C. Administrative and logistics support
   • Support coordination of program logistics that contribute to the operation of the Orientation program.
   • Assist in implementing the daily operations and services of Orientation as needed (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.)
   • Collaborate and communicate on a daily and consistent basis with the Orientation program staff (of all levels) regarding program implementation, administrative functions, and other assigned duties/responsibilities.
   • Operate Microsoft Office Suite programs, Box, Google platforms, and other software programs.

D. Communication and collaboration
   • 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 Student Housing & Dining Services professional staff.
   • Conduct oneself professionally while communicating with Campus and Departmental partners.
E. **Additional responsibilities**

- Promote and encourage participation in Orientation from new students and their families by assisting with yield and retention activities, including Decision Day at UC Davis.
- Interpret various presentations for participants who do not speak English (as necessary and applicable).
- Assumes other responsibilities as assigned by the NSAS or Student Housing professional staff members.

*See next page for mandatory training dates and qualifications.*
**Dates to Hold for Mandatory Trainings and Responsibilities**

All Student Managers must hold the following times on their calendars to participate in **mandatory** trainings that are crucial to the growth and success of the Student Manager Team. If you have any questions about the timing of these trainings, please contact the Orientation office immediately. All Orientation Student Managers 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. **Fall Quarter:**
   a. OSM Team meeting to be set (1-1.5 hours long each week)

2. **Winter Quarter:**
   a. Fridays from 10:00 AM – 12:00 PM for Student Manager Training

3. **Spring Quarter:**
   a. Mondays and Wednesdays from 8:00-9:50 AM for Team Lead (EDU) Training and OTL Staff Meeting
   b. **April 10** for the Orientation Team Lead Retreat (9 hours) **Times TBD**
   c. April 30 and May 1 for multiple OL Spring Trainings (4 hours = 2 hr total of set up and clean up)
      i. April 30: 5:30-8:30 PM
      ii. May 1: 12:30-3:30 PM

4. **Summer 2021:**
   a. OSM Team Meeting on Tuesdays (time TBD)

5. **September 2021:**
   a. Staff training will begin the last week of August and will continue until Sept. 14 (weekdays only). You should expect to work 8 hours a day. Times are still TBD.
   b. Move in/prep days – September 15, 16
   c. **Aggie Orientation** (all day & night), September 17-21
   d. Aggie Orientation wrap up/clean up, September 22-29 (shifts will vary)

**Minimum 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.

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

- Must have exceeded expectation evaluations from current and/or former supervisor(s).

- 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, peers in a work environment, and campus departments. Must exhibit strong facilitation and presentation skills and be comfortable presenting complex information to large audiences.
• Must have the ability to work both independently and collaboratively in a team with others, while also receiving direction and feedback from multiple supervisors. Maintain a flexible working style and adapt to change.

• At times, the position requires staff to lift up to 40 pounds, bend, stoop, and apply proper body mechanics when working. The Orientation office will supply hand carts and provide safety training to staff. Teammates can also assist you in tasks that involve lifting and carrying materials. Orientation staff must be physically able to attend programs in the residence halls and throughout campus, which includes moving within the interior and the exterior of buildings and travelling in elevators or on stairs.

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

• Must be able to work at a computer for long periods of time.

• Applicant must be able to drive a University vehicle (large vans, golf-carts, cars) to transport program participants and/or supplies within and outside of the campus. As such, they must be at least 18 years of age and have a current or valid driver’s license. This position will participate in the California Department of Motor Vehicles (DMV) Pull Notice System. **Applicant must provide a printout of driving record from the California DMV and is responsible for any fees associated with record.**

• Applicant must graduate no earlier than Spring 2021.

• Applicant must be available to work during Summer 2021-end of September 2021.

• **Must be able to fulfill all time commitments associated with job responsibilities as outlined.**

  **Preferred Qualifications**

• Preferred UC cumulative GPA of 2.5.