Position Title: Student Engagement Coordinator

Department: Residence Life & Housing

Context of the Job:
Working under the general supervision of the Assistant Director for Student Engagement and Assessment, the Student Engagement Coordinator provides leadership to staff and student leaders to design and implement initiatives, which take place in Residence Life & Housing Engagement Centers. These services and initiatives support student success, help students thrive throughout their time at UD, and serve to realize the University’s aspirations to be a campus of engaged learners.

The Student Engagement Coordinator develops and implements activities and processes primarily within the Laird Campus Christiana Commons for nearly 3200 first year and upper division students; and in other Residence Life & Housing engagement centers providing services for 4200 first year and upper-division students. The Student Engagement Coordinator collaborates with Laird Campus Residence Life & Housing Staff and University Departments to enhance student retention, belonging, and engagement.

The Student Engagement Coordinator maintains a high quality front desk operation. This operation focuses on serving as a resource and information center to students during the academic year and acts as a primary central operation dealing with complex assignment and logistic services for Conference Services during the summer.

Major Responsibilities:

Academic Year

- Create and implement programming connected to the Residence Life & Housing Mission Statement and Strategic Plan initiatives.
- Oversee the full Residence Life & Housing inventory of indoor and outdoor public area spaces and use policy so as to maximize engagement opportunities for residence hall students. Establish use priorities, policies, and practices to further department goals and objectives. Lead the design of new innovative engagement centers that add to the out of class learning and development of residence hall students.
- Manage and oversee the Christiana Commons office operation, meeting rooms and services, and create a positive customer service experience for students, University of Delaware community members, and guests. Oversee and monitor resource room for student staff members.
- Develop partnerships with University offices that focus on academic success, (Academic Enrichment Center, The Writing Center, Transfer Student Center, Academic Advising, etc.) to develop information and engagement sessions appropriate to the academic calendar and student needs.
- Partner with offices across the Division of Student Life to create a vibrant and engaging social hub for students on Laird Campus and East Campus. Develop themed month engagement events to highlight Division of Student Life priorities within Residence Life & Housing engagement centers.
- In coordination with the Residence Life & Housing First Gen Network, develop programs to connect first generation students to University resources, help them understand University procedures for academic advancement, and develop strategies for navigating University culture.
- Assist with the development and implementation of Sophomore Year Experience programs designed to help sophomore students connect to campus resources, develop depth of experiences, and connect with the academy outside of the classroom. Develop expertise on latest research and national best practices on the Sophomore Year Experience.
- Assist with the development and implementation of First Year Student program plan efforts designed to engage students in opportunities that connect to their passions and interests. Collaborate with Residence Life & Housing in-hall staff to organize events that support engagement priorities in each residential area of campus. Utilize national best practices for co-curricular First Year Experience.
- Design and implement a broad range of engagement opportunities to enrich the student experience on topics ranging from general interpersonal competencies to global perspective awareness based on assessment.
- Select, train, and guide a group of student volunteers to assist with the organization and implementation of programs. Encourage the development of student-led programs. Design and facilitate student leadership workshops and on-going development activities for staff and student leaders.
- Serve on multiple department-wide committees and strategic plan implementation teams in member or chair role and lead major department initiatives designed to further student learning and development.
- Actively contribute to monthly department-wide meetings, semi-annual assessment retreats, and annual department retreats to continuously improve the residence hall living and learning climate.
- Participate in department, division, and institution professional development and growth opportunities in order to maintain current knowledge of student development and student learning research, theory and practice that best serve the needs of students. Develop scholar-practitioner practices to create and share knowledge with colleagues.
- Engage in the design, implementation, analysis, report writing, and presentation of findings on assessment efforts within scope of responsibility. Utilize assessment findings for continuous improvement of programming efforts.
- Contribute time and talents to all department-wide staff recruitment, selection, and training activities.
Summer Conferences

- Work directly with Conference Services to manage a desk operation whose primary purpose is to provide check in and check out services to conference groups throughout the summer.
- Serve as the Residence Life & Housing representative on weekly summer conference meetings.
- Develop working knowledge of UD-Time software process and troubleshooting. Oversee accurate processing and checks/balances for payroll for miscellaneous wage and student workers.
- Hire, train, and supervise approximately 40 student desk attendants and student managers ensuring effective key/fob management, effective check in/out for several thousand clients, accurate room inventory and cleaning lists, and effective trouble shooting to various conference groups.
- Oversee the scheduling of staff for duty, office hours, security rounds, and distribution of U.S. and Campus Mail. Oversee key, access card, and security systems management, and room changes.
- Connect with University stakeholders such as UD Admissions who have an interest in connecting with future high school graduates to develop opportunities for conference attendees in this demographic.

Qualifications:

- Master's Degree and two years’ experience working with college students.
- Familiarity with college student learning and development theories.
- Demonstrated knowledge of best practices in student engagement on a college campus.
- Commitment to and knowledge of multicultural and diversity issues.
- Demonstrated ability to work effectively with a wide range of constituencies in a diverse community including experience working with international student concerns.
- Experience working with first-year and second-year student populations.
- Effective supervision, interpersonal, communication, and presentation skills.
- Knowledge of student support programs and services, and organizing and coordinating skills.
- Ability to understand university environmental sustainability initiatives preferred.
- Ability to motivate, develop, direct and train assigned staff including coordinating and supervising work.
- Ability to foster a cooperative work environment.
- Ability to interpret, adapt and apply guidelines and procedures.
- Ability to manage multiple tasks and effectively prioritize among competing needs.
- Ability to utilize assessment to guide initiative development.

Special Requirements:

This position requires some evening and weekend hours. Vacation restrictions apply during times of peak activity in the department.