Working Title: Transfer and Family Orientation Specialist
Hayes Hill Title: Student Services Specialist
Unit: First Year Experience
Position reports to: Coordinator, First Year Experience
Appointment: Academic Staff 50%

Position Summary: The Transfer and Family Programs Specialist will be responsible for the coordination of the Transfer Orientation/Welcome programs, communications, and resources, as well as assisting in the coordination of orientation programs and resources for parents/families. This position is a part-time, twelve-month position which will require occasional early morning, evening and weekend hours.

Primary Duties - May include, but not limited to the following:

Event Coordination and Management

- Responsible for planning and implementation of Transfer Orientation/Welcome, including scheduling rooms, presenters, catering, and equipment for events.
- Assist with planning, facilitation, and assessment of Parent and Family programs
- Responsible for creating/coordinating publications, promotional materials, and resources for transfer students and parents/families.
- Evaluate Transfer and Parent and Family programs’ content. Research and recommend options for improvement and change.
- Create and maintain on-line transfer orientation.
- Assist with implementation of Winter and Fall WoW (Weekend of Welcome) programs
- Assist with implementation of SOAR program
- Collaborate with Admissions, Advisement and other key offices/departments on campus to coordinate efforts with transfer students and parents/families.

Supervision and Professional Development Management

- May supervise student staff and/or student interns
- Assist with coordinating and facilitation of student staff recruitment and trainings
- Participate in University or community programs/projects to develop relationships that further the mission of First Year Experience.
- Attend all one-on-one meetings with Coordinator and staff meetings.
- Assist with creation of departmental strategic plan, annual reports, and budget.
- Other duties as assigned by the Coordinator of First Year Experience

Maintain Website and Social Media Outlets

- Update news, events, content, and layout as needed
- Assess outside websites and resources for credibility and website placement
- Track website analytics to better user accessibility and traffic patterns
- Work with Marketing Intern/Student Marketing Assistant to maintain constant communication on all social media outlets
- Research student development topics and current headlines to be pushed to website and social media
- Oversee all online communications to ensure that messages are consistent and accurate
Knowledge, Skills and Abilities

- Knowledge of and ability to coordinate program and event assessments
- Demonstrated ability to work in consultation with technical (IT) staff regarding implementation of electronic data and communication systems
- Skill and technical proficiency in electronic document management systems, student information systems (e.g. PeopleSoft and MS Office Suite)
- Ability to prioritize assignments and meet deadlines and manage logistical details required for event planning
- Uphold the basic ethical principles and practices set forth by the National Orientation Directors Association (NODA) in all interactions involving students, recruiters and alumni.
- Ability to develop a special sensitivity and awareness of the needs of special populations such as ethnic/racial minorities, disabled, and non-traditional students.
- Knowledge of transfer population needs and trends relevant to preparing students for their experience at our institution and college in general.
- Skill in strong interpersonal communication with styles that are approachable and respectful
- Demonstrated ability to establish and develop productive and collegial relationships, collaboration and communication with on and off campus constituencies (e.g. staff, faculty, students, parents, vendors, managers, etc.) and building effective teams as needed
- Ability to manage department website and social media outlets
- Ability to participate in professional development and training to become more effective and efficient
- Ability to commit to the highest ethical standards and work with confidential and sensitive information and records
- Ability to participate in evening, weekend and travel commitments as necessary

Required qualifications:
- Bachelor’s degree
- At least one year of professional work experience in a college or university setting
- Strong organizational and communication skills (written and verbal)
- Demonstrated understanding of event planning and promotions
- Demonstrated understanding of college student development theory
- Experience working with and presenting to a diverse constituency
- Website Authoring, Adobe Creative Suite and Database Management Experience

Preferred qualifications:
- Master’s degree in Student Affairs or related field
- Experience working with orientation, first year programs, career services, student affairs or related field
- Demonstrated understanding of first year transfer and students in transition theory
- Supervisory Experience

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