Orientation Leader Position Description

General Statement of Duties: Orientation Leaders (OLs) are responsible for providing academic, residential area, and student living information to new students through planning, organizing and facilitating group meetings, tours and other activities. OLs prepare new students for successful transition into the University by acquainting them with the helping resources, physical layout, and administrative procedures, while stressing assertive behaviors.

Supervision: Orientation Leaders work under the supervision of and are accountable to New Students Orientation professional staff. Supervisors will meet the Orientation Leaders initially on a staff basis to review the position description, establish goals, and outline expectations for the year. Orientation Leaders will complete a pre-test and post-test to evaluate personal growth and leadership development. Supervisors will meet as needed with each Orientation Leader to assess progress and performance including at least one, individual evaluation conference to focus on the Orientation Leader’s strengths and areas of growth. Additional assistance and direction are available from Orientation Team Specialists, Program Assistants, NODA Interns, Residence Directors, and full-time NSO staff.

Time Commitment: Being an Orientation Leader is a seasonal, full-time, live-in position. Staff move into the residence halls for training in mid to late May and work in June and July. There is also one spring semester training session. Attendance at all trainings, meetings, and orientation sessions is required.

Benefits/Compensation: In addition to developing leadership, public speaking, time management, and networking skills, Orientation Leaders receive a stipend (paid in bi-weekly installments), a double-single room in a residence hall, and meals for the duration of the program.

Qualifications:

- Orientation Leaders must be University undergraduate students enrolled in degree granting programs with at least six credits.
- A minimum cumulative GPA of 2.7 is required at time of hire and two weeks prior to the commencement of duties in May. OLs must maintain a minimum cumulative GPA of 2.7 to remain in the position. New Students Orientation will review all OL cumulative grade point averages. If an OL’s GPA does not meet these requirements, the OL is no longer eligible and their contract will be terminated.
- OLs must be free of current student conduct sanctions and have resolved any pending conduct charges two weeks prior to the commencement of OL duties in May. NSO will review all OL conduct histories with the Dean of Students Office.
- OLs must be eligible to reside in a residence hall at the University of Massachusetts Amherst. OLs must be eligible to work at the University of Massachusetts Amherst.

Orientation Leader Responsibilities:

Training, Staff and Administrative Functions

1. Participate in the spring training and planning sessions and regularly scheduled on-the-job training sessions, staff meetings and evaluative sessions.
2. Be prompt for scheduled staff meetings and assigned activities and be actively involved in the orientation throughout the session’s duration, complying with the New Students Orientation policies and staff expectations.

3. Participate in outreach activities to remind new students about their upcoming orientation sessions and follow up with them after orientation has taken place. Outreach activities include, but are not limited to making telephone calls; participating in Summer NSO Follow-Up courses on Moodle; and interacting with students via social media.

4. Take part in orientation sign-in and sign-out processes including offering students and family members directions, assisting with parking, distributing/collecting orientation materials, and actively engaging students/family members while they wait for each other.

5. Record session participation numbers on Google sheets for each scheduled activity.

6. Take attendance for small group meetings and promptly turn in attendance sheets before 3:30 PM on Day 1.

7. Work as a team member on task groups or committees for specific activities as assigned.

8. Assist with planning and promotion of Fall NSO activities.

**Academics**

1. Learn and be prepared to present academic information and requirements for assigned college/majors by meeting with faculty advisors and Deans.

2. Plan, organize, and facilitate an academic small group meeting for assigned college/majors: Content to include school and major requirements, testing and exemption information, use of SPIRE, how to schedule courses, and academic options (pass/fail, add/drop, etc.). New students will leave this meeting with 3-5 course selections to present at their academic advising appointment.

3. Make instructional materials with pertinent academic information to be used as a visual aid in group meetings.

4. Ensure new students get to school meetings and advising appointments on time.

5. Help new students complete their course registration.

**Residential and Student Life Information**

1. Learn and be prepared to communicate housing information, including Commonwealth Honors College and RAP/LLC programs offered in the residential areas.

2. Lead students and family members on tours of campus, including designated residence halls.

3. Assist students in completing the housing preference application in SPIRE.

4. Participate in a welcome meeting to acquaint new students with each other, New Students Orientation policies, regulations, the orientation schedule and mandatory activities.

5. Assist with group planning and facilitation of evening meetings/closing session for new students.

**Building Connections with New Students**

1. Help new students with their individual concerns, both in formal meetings and informally in the halls, dining commons, advising locations, and generally throughout the orientation session.

2. Act as a resource on university life in formal and informal activities to new students and parents; presenting objective views.

3. Encourage active new student participation in scheduled activities and options; act as activity leader with new students in assigned groups.

**Incident Response**

1. Educate new students about UMatter at UMass, Active Bystandership, the Code of Student Conduct and Residence Hall Community Standards.
2. Abide by and enforce university and residence hall policies that govern student conduct; document violations of policy and report through designated staff when necessary. Follow outlined New Students Orientation reporting protocols.

3. Respond to a range of incidents that occur in and outside the residence halls including community issues, student concerns, and facilities issues. Responding includes identifying the issue or concern, documenting issue or concern, providing relevant resources to new students, and reporting to supervisor or on-call staff.

4. Respond appropriately to issues and concerns, but in no instance respond in a manner which would escalate a situation in a manner that could endanger the OL or resident.

General

1. The Orientation Leader position is a live-in position and OLs are expected to sleep in their own room each night, except during designated breaks. OLs are expected to be in their hall from 11p.m. to 7a.m. during each orientation session.

2. As employees of New Students Orientation, Orientation Leaders are expected to abide by Massachusetts State Laws regarding alcohol and controlled substances and all University and residence hall community standards, including the Code of Student Conduct at all times whether in session or during “off hours”. Violations of Massachusetts State Laws, violations of University Policy regarding alcohol and controlled substances in the residential environment, or the creation of a significant fire, life safety, or security issue within the residence hall environment constitute unacceptable behavior on the part of an Orientation Leader and will likely result in termination from the position.

3. Other duties and tasks as agreed upon with your supervisor.

I indicate by my signature below my acceptance of the Orientation Leader position and my acceptance of the above position description.

__________________________________________  _____________________
PRINTED NAME  STUDENT ID

__________________________________________  _____________________
SIGNATURE  DATE