



## First Year Experience Coordinator Position Description Office of First Year Experience 2009-10

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### ***The First Year Experience Coordinators will possess the following dispositions:***

- Interest in the field of Student Affairs and more specifically the First Year Experience (preferred, but not required).
- Formerly employed as a Peer Mentor within the Office of First Year Experience.
- Ability to work with guidance as well as to work independently and with creativity.
- Ability to take initiative for tasks and assignments and to be enthusiastic about programs.
- Ability to work with diverse populations such as new students, families, faculty, staff, and current students.
- Ability to multi-task and work successfully in a high-paced, demanding environment.
- Regard for professionalism, punctuality, and customer service.
- Must be available for work during the current academic year, summer and through October, 2010.
- Ability to supervise peers.

### ***The First Year Experience Coordinators will:***

- A. Serve as points of contact for the Office of First Year Experience. The coordinators will provide excellent customer service to all constituencies including new students and their families, current students, faculty, and staff).
  - Greet all guests in a friendly and positive manner.
  - Maintain proper phone and email etiquette.
  - Assist with keeping the office and inventory areas orderly and presentable.
  - Interact with faculty, staff and other constituents on behalf of the Office in various capacities.
  - Return all phone calls and e-mails within one working day. If the coordinators' work schedule does not permit returning calls within one working day, they will work with other staff members to ensure calls and emails are responded to in a timely manner.
  - Attend weekly meetings with the director and/or assistant director to accurately answer routine questions regarding office programs without supervisor input.
- B. Create Peer Mentor marketing campaign and manage selection process.
  - Create and implement marketing strategies for the Peer Mentor selection process.
  - Organize, schedule and host Peer Mentor interest meetings.
  - Be responsible for collection of Peer Mentor applications and resumes.
  - Serve as members of the Peer Mentor Selection committee.
  - Oversee Second Round Interview Day process.
- C. Aid in the design of First Year Experience publications and maintenance of the First Year Experience web site.
  - Provide feedback and input for office publications and website.
  - Assist in editing and updating office publications such as *The Answer Book*, Orientation & Registration schedules, website, Peer Mentor training manuals, etc.
  - Collaborate with graphic designer and/or printing services on proofing and production of publications.

- D. Collaborate with the Director and Assistant Director in the design and implementation of the Peer Mentor staff training as well as supervision of Peer Mentor staff
- Develop training schedules and sessions based upon the needs of the group.
  - Delegate tasks to Peer Mentor staff and supervise tasks through completion.
  - Facilitate training sessions on specific topics.
  - Develop an evaluation process for Peer Mentor staff.
  - Oversee the collection and processing of Peer Mentor compensation paper work.
- E. Serve as members of hiring committee for the 2010-11 First Year Experience Coordinators.
- Market the position to the 2009-10 Peer Mentor team.
  - Review applications and resumes for the coordinator positions.
  - Participate as a member of the interview team.
  - Provide recommendations to the hiring committee about successful candidates.
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***The First Year Experience Coordinator appointed to work with Orientation & Registration will:***

- Assist the Director and Assistant Director in the coordination and implementation of the Orientation & Registration programs.
  - Assist in shaping the programs, events, and schedule of Orientation & Registration programs.
  - Collaborate with myriad campus partners to coordinate room reservations, catering, and other logistical issues.
  - Attend opening logistics team meeting and campus team meeting.
  - Take leadership as the primary student supervisor of the Summer Team Peer Mentors.
  - Develop working knowledge of Orientation & Registration funding including revenue stream, expenditures, and periodic maintenance of budget.
  - Generate concepts for student and/or family gifts and work with vendors on pricing and purchases.
  - Participate in meetings regarding Orientation & Registration logistics and budgeting issues.
  - Take leadership in the creation and facilitation of Summer Team training.
  - Develop a post program evaluation to be distributed electronically.
  - Assist fellow coordinators with Operations, Logistics, New Lancer Days and other FYE programming as needed.
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***The First Year Experience Coordinator appointed to work with New Lancer Days will:***

- Assist the Director and Assistant Director with the coordination and implementation of New Lancer Days.
- Assist in shaping the programs, events, and schedule of the New Lancer Days programs.
- Assist in contracting performers for New Lancer Days.
- Collaborate with myriad campus partners to coordinate room reservations, catering, and other logistical issues.
- Attend opening logistics team meeting and campus team meeting.
- Develop working knowledge of New Lancer Days funding including revenue stream, expenditures, and periodic maintenance of budget.

- Take leadership as the primary student supervisor of the Fall Team Peer Mentors.
  - Be responsible for the creation and facilitation of Fall Team training.
  - Serve as points of contact for logistical issues for contracted performers and speakers.
  - Develop a post program evaluation to be distributed electronically.
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***The First Year Experience Coordinator appointed to work with Operations & Logistics will:***

- Assist the Director and Assistant Director with the coordination and implementation of all First Year Experience programs and initiatives. (*Orientation & Registration, New Lancer Days, 1839, First Year Reading Experience, Compass Learning Community, Transfer Student Services, Answer Book, Parent's Council, etc.*)
- Learn and become comfortable with basic information on all FYE programs to assist in working with new students and families, answering emails and phone calls, and collaborating with campus partners.
- Provide database and enrollment management services for the incoming class.
- Coordinate the information packet/Answer Book mailings to new students and families.
- Manage office inventory and supply needs for programs.
- Process performer and service contracts, payment requests, and reservations for the office and programs.
- Maintain the "firstyear" email account and primary office phone and voice mail accounts.
- Utilize the Orientation registration system to manage reservations, provide confirmations and produce program rosters.
- Assist with website maintenance and updates as needed.
- Serve as a member of the Peer Mentor Selection Committee for 2009-10 and the Coordinator selection committee for 2010-11.

***\*The First Year Experience Coordinator for Operations and Logistics is eligible to serve on the Summer and/or Fall Peer Mentor Team should they choose, but it is not required.***



**First Year Experience Coordinator Employment Contract**  
**Office of First Year Experience**  
**2009-10**

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**My signature on the form below indicates that I accept the offer of First Year Experience Coordinator for 2009-10. The position is offered through the Office of First Year Experience.**

1. I understand that my position begins Monday, October 5, 2009 and ends on Friday, October 8, 2010 (excluding the University's Winter Break). I understand that I will work during Peer Mentor Training (May and August) and Summer Orientation 2010 (late May/early June/late July) and New Lancer Days 2010 (August 19, 20, 21, 22).
2. I understand that no vacation days allowed from May 1 to June 12, July 19 to 23, and August 1 to 15, 2010. Vacation dates during summer 2010 are encouraged and can be discussed with supervisors during the Spring Semester. Coordinators can expect at least two weeks of vacation and weekends off when programs are not in session.
3. I will notify either Sarah E. Whitley, Director or Stacey U. Wilkerson, Assistant Director of First Year Experience in writing within 48 hours of any absence. Organization events and meetings are NOT considered excused absences. I realize if I have multiple unexcused absences I may jeopardize my position as the First Year Experience Coordinator.
4. I understand that my cumulative GPA must stay at 2.5 or above to remain the First Year Experience Coordinator. I also understand that I must be a full time student at Longwood University during the Fall semester 2009 and the Spring and Fall semesters of 2010 to hold employment.
5. I understand that attending a summer school course will need to be discussed with my supervisor prior to enrollment to ensure it does not conflict with job responsibilities.
6. As a role model and leader within the community, I agree to exercise good judgment in representing the Office of First Year Experience and the University by upholding the institutional standards, including the Honor Code and all policies detailed in the Student Handbook. I understand to maintain my position I need to be in good judicial standing with the institution. If I am found responsible for breaking these or any other University policies while serving as the First Year Experience Coordinator, I understand that I may be asked to resign from my position.
7. I agree to maintaining strict confidentiality during Peer Mentor hiring practices and supervision, when handling new student data and with any other information I am privy to through this position.
8. I will be available to work within the employment period of October 5, 2009 to October 8, 2010 (excluding the University's Winter Break). My employment schedule will be dependent upon my course schedule and the time of the year relative to the Orientation & Registration season.
9. I agree to attend weekly or bi-weekly meetings (depending on the time of the year relative to the Orientation & Registration season) with all members of the First Year Experience staff. The meeting times will be scheduled as soon as all members of the staff are in place.

10. I agree that I will be compensated an amount of \$5000 during the employment period.
11. I agree that the Office of First Year Experience will provide me with housing and a meal plan during the off semester weeks of my employment in Summer 2010 (May 10 to August 15).
12. I agree that I will meet with my direct supervisor in January, 2010 for a mid-term progress check based upon the terms of this agreement and my learning goals.
13. I agree that I will be evaluated on the terms of this agreement and my learning goals upon completion of my employment term. The results of the evaluation will be discussed with me during my exit interview scheduled to occur in September, 2010.
14. I understand that I will have an opportunity to reflect on the First Year Experience Coordinator experience at cessation of my employment term. This reflection will evaluate the position, experience, process, staff, supervision style, etc.
15. I agree to work to the best of my ability, take initiative for projects, accept responsibility for peer supervision and remain an engaged and involved member of the FYE staff throughout my time in this role.

I have read and understand the above statements.

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Signature  
Insert Name, First Year Experience Coordinator

\_\_\_\_\_  
Date

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Signature  
Sarah E. Whitley, Director, First Year Experience

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature  
Stacey U. Wilkerson, Assistant Director, First Year Experience

\_\_\_\_\_  
Date