A. IDENTIFICATION

Position Title: Coordinator, Student Engagement
Department: Student Engagement and Retention, Student Services
Position Reports To (Title): Associate Director, Student Engagement Programs, Events, and Services
Description Prepared by: Annette Santos, Director, Student Engagement and Retention
Date: June 10, 2016

B. POSITION SUMMARY

Briefly describe the primary function and purpose of the position in one or two sentences.

The Coordinator, Student Engagement is responsible for planning, developing and implementing faculty-specific and University-wide programs, events, and initiatives to engage, develop, and retain undergraduate students at SFU. The position provides leadership in the development and implementation of strategies to enrich the undergraduate student experience. The incumbent participates in the coordination and/or development of program advertisements and publicity, the planning and organization of events and conferences, and in liaisons with administrative and academic personnel, community members, and external organization personnel. The Coordinator, Student Engagement, manages program and event budgets by participating in the budget development process; preparing cost projections; and administering expenditures. The Coordinator recruits, trains, and supervises student ambassadors, co-op students, and/or volunteers involved in student activities. The position provides mentoring, guidance, and support to undergraduate student groups and clubs.

C. DUTIES AND RESPONSIBILITIES

<table>
<thead>
<tr>
<th>Description</th>
<th>% of Time</th>
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<tr>
<td>Student Engagement/Development/Retention</td>
<td>50%</td>
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Working in collaboration with the Student Engagement and Retention team and other internal partners (e.g. faculties, SFSS, etc.), promotes successful student transition, engagement, development, and retention by planning and participating in the design and development of new programs, as well as promoting, attending, and/or coordinating existing programs and events.

Provides leadership in the development and implementation of strategies and initiatives that enrich the undergraduate student experience. Identifies and supports student leaders and faculty champions and accrues support for student clubs, associations, and activities which enhance the student experience.

Liaises with, and provides support to student group executive members in the promotion and coordination of student clubs and activities (i.e., mentorship programs, special events, etc.). Liaises with SFSS, GSS, faculty, management, and sponsors by initiating contact through correspondence and participating in SFU Community Events.

Fosters links among students, faculty, and staff across faculties/the University to promote a positive, mutually-supportive community.
Working closely with internal partners (e.g., faculties, SFSS, etc.), develops and implements student engagement initiatives and programs for undergraduate students (i.e., transition programs, mentorship programs, and events designed to assist specific groups, such as college transfer students, mature students, etc.).

Responds to questions and liaises with registered undergraduate students regarding student affairs activities, clubs (including but not limited to Student Departmental Unions (DSU) and Faculty Student Unions), associations, programs and other co-curricular and extra-curricular opportunities across faculties/University, and external organizations to encourage interest and participation, enhance learning experiences, and contribute to social connection.

Builds and leverages strategic collaborative relationships both internally and externally to maximize the opportunities for student engagement (i.e., student government; field-based learning such as co-op, internships, and peer instruction; co-curricular programs; and other structured group experiences, such as community service, international study and resident advising).

Provides timely and accurate information to students, faculty, and the University community for projects and initiatives.

Identifies sponsorship needs for programs, student club initiatives, transition programs, and student competitions. In collaboration with the Student Engagement and Retention team, develops the annual engagement plan and prepares proposals to partners or sponsors.

Evaluates and reports on the success of student engagement, development, and retention activities and provides recommendations for improvement. Refers students to appropriate resources and suggests means of bridging gaps in existing support services.

**Internal and External Relations 30%**

Establishes and maintains relationships with faculties, Student Services, and other departments at Simon Fraser University at all three campuses, as well as external organizations.

Guides designated faculties’ undergraduate student clubs and organizations, advising executive members on University policies, regulations and procedures. Facilitates meetings and provides resources and referrals where appropriate to support the activities of these groups.

Participates on ad hoc and standing internal and external committees by request, providing advice and input that supports the activities and interests of Student Services and partner faculties and academic programs.

Liaises with external partners to administer and publicize conferences, academic competitions, scholarships and opportunities that benefit the community of students within the University.

Represents Student Services, partner faculties, and the University at internal events (club networking events, socials, welcome, transition, and conversion).

Liaises with other service units (i.e., Career and Volunteer Services, Co-operative Education, Health and Counselling, Student Learning Commons, Indigenous Student Centre, Athletic and Recreation, etc.) to implement programs and projects that benefit and enhance student personal and professional development, health and wellbeing, and the student experience.
Budget and Administration

Working in collaboration with the Associate Director, Student Engagement and Events, participates in the budget development process by assisting in the development of the financial plan and establishing benchmarks around the budget allocated to student engagement. Administers expenditures through review and approval of invoices and receipts. Assesses the budget allocation and benchmarks to ensure the budget is within predicted budget parameters.

Working in collaboration with the Student Engagement and Retention team, researches and identifies funding sources and prepares and submits applications.

Prepares a semi-annual report of all activities and events held during the year, feedback received, etc., to assist with strategic decision making.

In collaboration with the Student Engagement and Retention team, recommends plans and the associated budget for the coming year for consideration by the Associate Director, Student Engagement and Events and Director, Student Engagement and Retention.

Oversees volunteers, coop students, or other temporary staff by recruiting and training staff; determining and allocating responsibilities; providing mentorship, coaching, and recognition; and addressing performance issues, etc.

D. DECISION MAKING

i) Give some typical examples of the most important decisions the incumbent is expected to make in carrying out the duties and responsibilities of the position. To what extent can the incumbent rely on established policies or advice from others in making these decisions?

In collaboration with the Associate Director, Student Engagement and Events, the Student Engagement and Retention team, and other stakeholders (faculties, etc.) makes decisions concerning the planning, development, and delivery of student engagement, development, and retention initiatives and events.

Makes decisions related to the design, marketing, and scheduling of events and activities which aim to enhance student experience and development.

Determines and manages the allocation of the approved budget according to the parameters agreed upon with the Associate Director, Student Engagement and Events.

Evaluates appropriateness of various student conferences, competitions, and events for the purposes of funding student participation.

Makes decisions on event specifics during the implementation including work orders, booking venues, catering etc.

Makes decisions in the recruitment, training, and supervision of student ambassadors and volunteers supporting student activities.

ii) Give some examples of the types of decisions the incumbent would refer to his/her supervisor.

Situations beyond the scope of existing policies and procedures; serious student problems; when to participate in external recruitment visits; final approval of retention-related programming, resource commitments and presentation materials.

Decisions that would affect relationships between the Student Engagement and Retention unit with other departments, units, faculties, and departments.

Negotiating and contracting with external sponsors outside of the established annual plan. Strategic priorities and goals
for student development programs pertaining to the Faculty of Arts and Social Sciences.

Fundamental changes in approved budgets/spending plans and initiatives. Decision regarding University policy.

Any decision that presents the likelihood of significant political, diplomatic, or financial consequences to the University or its public reputation.

E. SUPERVISION EXERCISED

*Indicate the number of employees for whom the position is responsible:*

Number of employees reporting directly to the position:  
0*

Total number of employees for whom the position has direct responsibility:  
0*

* Oversees the activities of volunteers, Coop students, contract staff, and temporary staff.

F. SUPERVISION RECEIVED

*Describe the extent to which the supervisor determines the day to day work load of the position and assists in the completion of duties. Explain the nature of guidance received and how often work is checked or reviewed.*

Works under general supervision exercising initiative and managing priorities with respect to workload planning. Meets with the supervisor to discuss difficult or serious situations not governed by established policies and procedures. Performance is measured against stated goals and objectives.

G. UNUSUAL WORKING CONDITIONS

The incumbent may be required to work outside of normal office hours (e.g. early mornings, evenings, and weekends) due to the program scheduling of events.

This position may require occasional travel within the lower mainland.

H. ENTRANCE QUALIFICATIONS

*What combination of experience, training and/or formal education do you believe is the minimum required to perform the duties of this position?*

Undergraduate degree and three years of related experience within student engagement, retention, and community outreach, OR an equivalent combination of education, training and experience.

Excellent knowledge of student development theories and best practices.

Good knowledge of research related to undergraduate education and the first year student experience, student engagement and retention, and community outreach programs.

Excellent organizational, analytical reasoning, problem-solving, and conflict management skills.

Excellent human resource management and financial administration skills.

Excellent interpersonal, communication (oral and written), and presentation skills.

Excellent cross-cultural communication skills.
Excellent administration and event planning skills.

Skilled in the use of word processing, database, and spreadsheet software applications.

Skilled in the use of student information systems and software applications (e.g., PeopleSoft).

Ability to develop and facilitate student-related initiatives/programs/events, and training sessions, and to work with students in a leadership and/or coaching capacity.

Ability to complete training for, and use new systems/online learning platforms (e.g., Canvas, etc.).

Ability to exercise mature judgment, initiative, diplomacy and tact.

Ability to interpret and apply policies.

Ability to arrange suitable transportation to various work locations.

I. ORGANIZATIONAL RELATIONSHIPS

*Indicate in the appropriate blocks the title of the position to which this position reports and the titles of positions reporting directly to it. If more detail is required, add additional blocks.*
J. APPROVALS

Signature: __________________________ Date: __________________________

Supervisor's Signature: __________________________ Date: __________________________

Signature of Next Administrative Level: __________________________ Date: __________________________