Student Success Program Job Description
Title: New Student Programs – Graduate Assistant

BASIC FUNCTION AND RESPONSIBILITY
The Graduate Assistant position supports New Student Programs by serving students and their family members from Orientation to integration into the NDSU community. Start date will be May 1, 2020. Position requires an average of 20-hours a week. Hours will vary and may include limited night and weekend hours, primarily in late August.

PROGRAMATIC HIGHLIGHTS
New Student Programs focuses on three areas of the student transition process: Orientation, Welcome Week, and family programs. Orientation is mandatory for all first-year students and is a full-day program for over 2,200 students and their families. This program includes the support of one undergraduate Intern and 15 undergraduate Orientation Leaders through 17 sessions in the summer months. Welcome Week begins Saturday, August 22nd through Sunday, August 30th. There is also year-round focus of supporting families as they navigate their students’ college experience.

EMPLOYMENT INFORMATION
SUPERVISION RECEIVED: Direct supervision is received from the Coordinator of New Student Programs.

DATES OF EMPLOYMENT: May 1, 2020 –April 31, 2021; 12 month position (Two year commitment is preferred)

STIPEND: $16,000 per year (including summer) and a full time tuition waiver

LOCATION: Lower Level West Dining Center (WDC)

HOURS: 20 hours per week

DUTIES AND RESPONSIBILITIES:

STUDENT AND PROGRAMATIC DEVELOPMENT
- Collaborate with Associate Director and Coordinator of New Student Programs in the day-to-day operations and implementation of Orientation and Welcome Week
- Co-supervise Family Orientation Leader staff through check-ins, end-of-day huddles, and Orientation day accountability
- Assist with the assessment and evaluation of departmental programs and initiatives
- Utilize a learning mindset to create learning outcomes and intentional initiatives
- Assist in the planning, implementation and evaluation of student staff training
- Assist in advising, directing and providing leadership to Welcome Week Team members
- Be knowledgeable of University and departmental resources; and help students to learn about how to utilize these resources
COMMITMENT TO INCLUSION AND EQUITY

- Maintain productive work relationships while considering multiple perspectives and using effective conflict resolution practices.
- Advocate for unrepresented population groups; commuter students, transfer students, first-generation college students.
- Establish connections with campus partners and make appropriate referrals to campus offices and resources.

DEcision making and critical thinking

- Assist students in concerns that may arise during Orientation and Welcome Week and provide referrals to resources when appropriate.
- Respond to high stress situations with students and family members with a professional and student-focused approach.
- Execute aspects of Welcome Week and Orientation days with a high degree of autonomy and be able to independently make decisions.

CUSTOMER SERVICE

- Create and maintain a positive and welcoming environment for all students and family members.
- Remain student-focused and customer-service oriented during stressful and/or emotional moments in students’ and families’ lives.
- Role model excellent customer service skills for student staff members.

INTERPERSONAL SKILLS AND LEADERSHIP

- Communicate effectively and create collaborative and positive relationships with campus partners, NDSU staff and faculty, and students and their guests.
- Invest in building relationships with student staff members and create connections throughout their employment.
- Develop and execute programs and events during Orientation and Welcome Week.

ADMINISTRATIVE DUTIES

- Complete job tasks and assignments thoroughly, appropriately, and in a timely manner.
- Be punctual and prepared for all staff meetings, meetings with supervisor, training and in-service workshops, annual performance evaluation and other communication.
- Maintain excellent standards of written communication.
- Manage aspects of the departmental website and Facebook pages.
- Be present and assist with all Orientation days and Welcome Week.
- Maintain appropriate administrative records.

QUALIFICATIONS

MINIMUM:

- Admitted graduate student at NDSU.
- Must be able to work during Orientation days and Welcome Week.

PREFERRED:

- Acceptance in an Education, Counseling, or Communication based program.
- Student leadership and/or student development experience.
- Assessment or research experience.
- Two-year position commitment.

Application Timeframe:

Applications Available: January 13
Applications Due: February 18 at midnight
Interviews: February 26-28
Decisions: March 2-6