

## **Commuter Engagement Liaison job description**

This position is eligible for work-study if available.

Off-Campus Living empowers students to build connections on and off campus and live with intent. The Commuter Engagement Liaisons strengthen community wellness in the off-campus neighborhoods where commuter reside by:

- Developing students as informed, active, and respectful citizens;
- Connecting leaders and cultivating healthy relationships;
- Supporting community initiatives addressing commuter and neighborhood issues for the needs of students who live off campus, near or far.

### **ESSENTIAL FUNCTIONS:**

The Commuter Engagement Liaison (CEL) is responsible for supporting initiatives that serve commuter students. The CEL targets commuter students through the facilitation of activities and events and supporting the development of a feeling of community. Such activities include addressing commuter student needs during Welcome Week and planning, implementing, and overseeing Gopher Hall, a commuter online community. Gopher Hall is intended to help commuters adapt to the University more quickly and more successfully by providing timely and accurate information, social activities, and peer advising by individuals who have successfully navigated the college experience. The CEL understands the responsibilities inherent to project leaders and assists in planning, overseeing, implementing, and evaluating commuter student services through effective and efficient use of personnel, funding, resources, and campus services.

### ***Job Responsibilities:***

- Assist in the oversight of Gopher Hall online group
- Assist with Gopher Hall member recruitment and maintenance
- Assist with the creation and distribution of the Commuter Student Monthly Newsletter
- Plan, implement, and coordinate large-scale events and activities including event participation and marketing
- Plan, implement, and coordinate small-scale in person events and virtual events for commuter students
- Serve as a liaison to commuter students for relevant information (pertinent campus information, resources, deadlines, University activities, etc.)
- Assist with the mediation and resolution of participant conflicts and challenges
- Support commuter services and engagement in Welcome Week planning
- Complete commuter services proposals, interest surveys, and evaluations as needed
- Make deliberate attempts to build relationships and develop community among first-year commuter students
- Examine other University commuter services and introduce new concepts to supervisors for potential implementation
- Research and develop proposals for new commuter support services as applicable

- Other duties as assigned

**Essential Qualifications:**

- Experience as a University of Minnesota student and at least one semester coursework at university/college level
- Some background with the commuter student experience
- Experience communicating with and engaging others via social media
- Prior event programming and/or event coordination experience
- Must be able to hold office hours for an average of 6 hours a week
- Excellent time management skills
- Strong administrative, customer service, and leadership skills including the ability to effectively communicate, delegate, and lead a committee.
- Superb planning and organization skills, strong interpersonal communications skills and strong detail orientation.
- Desire to improve commuter student experience
- Ability to work well within a diverse community of traditional and non-traditional students.
- Ability to receive and delegate tasks and work independently with minimal supervision
- Desire to work in a team-focused atmosphere.

**Preferred Qualifications:**

- Commuted to campus as a first-year student.

All Liaisons are responsible for supporting the Off-Campus Living team. Other duties may be added to each position on an as needed basis. Position may convert to remote work if University mandates a modality change during the year.

**Compensation:** A salary of \$13.00/hour (rising to \$15/hr on Sept. 26) for approximately 8-12 hours per week. The position is eligible for work study funds should they be available.

**Deadline:** Hiring for fall 2022- spring 2023 currently. One to two positions available. Positions are open until filled, application review in process.

**Time Commitment:** approximately 8-12 hours per week (average week to include 6 hours of office hours or student outreach, 1 ½ hours staff meetings, 30 minutes supervisory meeting, and 2 hours event planning, prep or hosting each week) with additional hours as needed for connecting with student or community organizations related to staff focus areas and staff development throughout the semester.

**Supervision:** The CEL will report directly to the Commuter Advisor in the Off-Campus Living Office together with the Program Director, Kendre Turonie.

**How to Apply:**

To be considered for this position, please upload the following materials electronically to the student employment posting and address your cover letter to Kendre Turonie, Program Director, Off-Campus Living, 109 Appleby Hall, mail code 3505. Position open until filled.

- Cover letter addressing the following items:

- What interests you in becoming a Commuter Engagement Liaison?
- Describe past leadership experiences that you believe will be useful to your role as a CEL.
- Describe one way in which you would like to enhance the commuter student experience on campus and how you might implement it.

- Recent, complete resume

Any questions can be directed to Kendre Turonie, Program Director, 612-625-8939 or turon001@umn.edu. Thank you!

*\*The employer reserves the right to change or add duties to this position as long as the changes and/or additions are consistent with the job classification.*

### **OPPORTUNITIES FOR SKILL DEVELOPMENT:**

Students participate in experiences outside the classroom which allow them to develop and demonstrate life skills. These skills and characteristics for success and citizenship are learned and refined during their college years and beyond. The Office for Student Affairs has developed seven “Student Development Outcomes” that Student Life has incorporated into the student leadership positions in the division. Here is a listing of the Student Development Outcomes with some examples of how you can learn or further develop your own skills set.

### **RESPONSIBILITY/ACCOUNTABILITY**

- Actively supports policies in daily job and confronts policy violations
- Attends and contributes to all scheduled meetings and skill building sessions suggesting future agenda items and topics
- Takes on a leadership role among co-workers and is comfortable training in new employees and volunteers
- Arrives on time for all scheduled shifts
- Acknowledges when mistakes occur and knows when supervisor should be alerted

### **INDEPENDENCE/INTERDEPENDENCE**

- Able to share new ideas and initiatives with supervisor and co-workers that will improve work area
- Works without supervision and is the point person for co-workers when there is an issue
- Able to manage time to complete special projects and tasks assigned
- Seeks instruction or clarification from supervisor when unclear of tasks, procedures or how to correct errors
- Communicates effectively with supervisors; keeps supervisor informed and uses good judgment on when to defer questions, complaints, and issues
- Works effectively with co-workers in teams and independently

### **GOAL ORIENTATION**

- Takes on additional tasks and duties without any direction from supervisor
- Anticipates alternative ways to finish tasks in a more efficient manner
- Can prioritize tasks by importance and time constraints
- Makes progress and improvements in job performance as experience grows
- Responds well to goals and training set by supervisor as needed

### **SELF-AWARENESS**

- Assess own weaknesses and strengths and uses this knowledge to better work performance
- Communicates effectively and professionally in both verbal situations and in a written format
- Can separate the demands of the job and customers from personal concerns and ego

### **RESILIENCE**

- Role model to other employees by meeting expectations regularly and routinely and understands rationale for expectations
- Can handle last minute changes to tasks and can work under time constraints
- Is able to learn from a bad experience and knows how to prevent them from happening in the future
- Accepts instruction/constructive criticism from supervisor
- Able to work through difficulties when they arise

#### **APPRECIATION OF DIFFERENCES**

- Role models respectful behavior toward all customers, peers and supervisor and expects same behavior from others
- Willingness to learn from others who have different backgrounds
- Understands differences in customers and peers and treats everyone respectfully
- Tolerant of the values and beliefs of others

#### **TOLERANCE OF AMBIGUITY**

- Creates new and challenging initiatives for work area
- Has been cross-trained in areas across the unit and can provide training to peers
- Embraces a task without assurance of success or certainty about the outcome
- Able to undertake a project with little or no direction and seek out information independently of Supervisor
- Employs problem solving skills, uses good judgment, and refers to supervisor when appropriate
- Can embrace a duty or task without a personal need to fully agree or completely understand the reasons of the organization or supervisor