

Communication 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. Off-Campus Living is looking for reliable, energetic students with excellent written and verbal communication skills to serve as the Communication Liaisons for a fun and lively office.

Job Responsibilities:

The positions will require 10 hours a week, most during normal “business” hours, others during the evenings or weekends. Primary focus of this position is to collaborate on managing the social media presence of the department and create and produce digital and other marketing materials such as social media graphics as well as flyers, brochures, e-newsletters, videos. Instagram, Facebook, Twitter, TikTok and YouTube skills needed for this opening (responsibility split across both positions depending on skill levels). Communication Liaisons monitor and respond to departmental email accounts and voicemails. They also participate in project work together with staff on renter education, commuter student engagement, neighborhood organizing, apartment outreach, department and community outreach and other community organizing projects.

Additional work may include:

- assisting with event planning for neighborhood and campus events;
- door-knocking and other off-campus work as needed;
- assist with office duties such as making copies, filing, answering the phone, send/sorting mail and email, assisting with large mailings, monitoring supply cabinets, updating bulletin boards and generally keeping the office and staff organized as needed (in conjunction with another communication liaison).
- be an ambassador of the University of Minnesota on behalf of Off-Campus Living; and
- other duties as assigned.

Duties may be adjusted to remote work if the University mandates a modality change during the year.

Expectations: Liaisons will participate in training at the start of each semester in Off-Campus Living and attend staff meetings every week throughout the semester (day/time to be determined). Additional staff development opportunities will be available through the semester. Hired staff should make themselves available to attend the training and professional development sessions each semester.

Able to work effectively, positively, and in support of all populations including those outlined in the University of Minnesota’s Equal Opportunity Statement (race, color, creed, religion, national origin, gender, age, marital status, disability, public assistance status, veteran status, sexual orientation, gender identity, or gender expression).

Minimum requirements:

- social media and graphic design experience required.
- reliable, energetic person with flexible time in schedule and ability to embrace ambiguity;

- excellent written and verbal communication skills;
- undergraduate or graduate and professional student status required (minimum credit loads apply);
- ability to work independently and within a team.
- a sense of humor, the ability to think on your feet, pay attention to detail and be a self-starter are a must.

Photography, video and web page experience helpful but not required. Some community organizing and office experience is preferred but not required. Candidate who has more than one semester of availability remaining is preferred.

Compensation: Pay rate: \$13.00/hr (rising to \$15/hr on Sept. 26). Position is eligible for work study if available.

Deadline: Position is for fall/spring semesters with the possibility of summer employment. One position anticipated. Positions are open until filled, application review in process.

Supervision: Position reports to Kendre Turonie, Program Director for Off-Campus Living

Office location: 17 Appleby Hall, 128 Pleasant St SE, Minneapolis, MN 55455

Students interested in the position should submit a cover letter and resume via the online application system. Please include a cover letter which outlines what type of media approaches you think students respond to best and why.

Questions can be directed to Kendre Turonie, Program Director for Off-Campus Living at 612-625-8939 or turon001@umn.edu.

**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