

New Student and Family Programs (NSFP) is seeking well-rounded undergraduate students to fill the positions of Office Specialists. Specialists participate in the development and implementation of the orientation, transition, and retention activities coordinated by New Student and Family Programs. Individuals will play a key role in the recruitment, orientation, transition, and retention process of nearly 1,500 new students and their families.

General Overview/Employees Will:

- Assist in the recruitment, selection, and training of NSFP staff.
- Facilitate the invitation, registration, and check-in processes for department programs.
- Assist with various other activities associated with NSFP including, but not limited to, open house, campus tours, and campus events.
- Work in the NSFP office each week (minimum of 8-10 hours) during the spring and fall semesters and 30 - 40 hours in the summer.
- Review, develop, and complete planning guides and closing reports for events.
- Attend all departmental staff meetings.
- Required to work assigned events during evenings and weekends when needed.
- Work with a variety of technology/computer programs (i.e. Microsoft Suite, BANNER INB, Campaign Monitor, etc).
- Coordinate with university departments and officials on projects as necessary.
- Perform administrative and other duties as assigned.

Staff Training Duties:

- Assist in the development and preparation of training activities, materials, and assessment for NSFP staff.
 - Materials include agendas, presentations, icebreaker/get-to-know you schedules, work calendar, team mascots, etc.
 - Training development may include articulating outcomes/objectives, secure and confirm guests, self-reflections, retreat planning, and reserving meeting spaces.
- Assist in facilitating training activities such as team builders, icebreakers, inventories, assessments, general skills development, and program preparation.
- Maintain and track document needs for training (personality inventories, schedules, etc.)

Specialists will also facilitate specific program duties as assigned:

Programming Duties:

- Assist in developing, coordinating, and implementing programs to ensure the successful orientation, transition, and retention of all incoming students. Programs assignments include:
 - Freshman, transfer, and international orientation, advisement, and registration programs (Debut)
 - Fall and Spring transition programs (Prowl)
 - Success workshops
 - Mentor programs
 - Social events
 - Retention activities
 - Family programs related to orientation, transition, and retention programs.
 - Family Weekend
 - Leadership development programs
- Assist in developing, implementing, and interpreting program assessments.
- Assist with developing and preparing the check-in and registration functions of programs and events.
- Create, maintain, and inventory program supplies and materials
- Determine and develop logistics (set-up, signage, staffing, breakdown, etc.) of assigned workshops, activities, and events.

Facilitation Duties:

- Facilitate and lead group discussions, team builders, activities, and events.
- Present information at assigned programs (family orientation, student orientation, registration sessions, transition workshops, retention activities, leadership workshops).
- Lead and coordinate staff members at assigned programs and events.

Communication and Marketing Duties:

- Assist in the development, creation, and coordination of marketing materials, e-mail communications, weekly newsletters, event publications, and sponsorship signage.
- Assist in developing and facilitating the communication process to all candidates for NSFP staff positions.
- Assist in the management, creation, and utilization of social media sites.
- Assist in developing and maintaining communication to campus partners on behalf of NSFP.

Recruitment Duties:

- Assist in the development of the recruitment plan and timeline for NSFP staff hiring.
- Assist in coordinating, facilitating and managing the NSFP staff interview processes. Manage the candidate nominations, applications, files, reference materials, and interview schedules.
- Secure marketing space, facilities, and RSO visits for the recruitment and selection process.
- Assist in developing the interview materials to include evaluation tools, handouts, activities, and candidate reflections.
- Develop new and creative ways to recruit a diverse and specific population of students.
- Prepare, update, and manage mass communication.

DESIRED WORK SKILLS & TRAITS

Specialists are highly skilled individuals and the qualifications reflect our commitment to providing students with a work experience that develops a strong employment skill set. **Specialists are employees of the University and the job requires individuals to possess a wide range of job skills.** These skills include:

- A strong work ethic that is grounded in the ability to be reliable and work effectively and positively in a team environment.
- The ability to be flexible, show initiative, be highly detailed-oriented, think critically, problem solve, and complete tasks with little supervision.
- The ability to take constructive feedback and grow as an employee and have a positive attitude/outlook.
- Strong communication skills which include ability to speak to large groups, direct staff and guests, and mediate when necessary.

QUALIFICATIONS

- Candidates must **currently be an EIU undergraduate and continue to be an undergraduate through Fall 2018 semester.**
- Candidates must demonstrate academic proficiency with a **minimum cumulative 2.75 g.p.a.**
- Candidates must be in good standing with the Office of Student Standards.
- Demonstrate engagement in the University community.
- Possess a positive attitude about and a desire to represent Eastern Illinois University.
- Desire to positively impact Eastern Illinois University and be a positive role model and influence on the student body.

Note: Due to overlap of Specialists and Residence Life responsibilities, individuals seeking to be Resident Assistants (RAs) or Senior Staff Assistants (SSAs) for Fall 2018 are unable to apply for this position.

REQUIREMENTS

- Work in the NSFP office each week (minimum of 8-10 hours) during the spring and fall semesters and 30-40 hours a week during the summer. **Summer Requirements:** From May through August individuals are required to work extensive hours and will not be able to **hold another job or take a class** without permission from the director.
- Attend all training sessions and staff meetings.
- Complete all tasks as assigned.
- Will be required to work assigned events during evenings and weekends.

COMPENSATION

Staff members will receive several types of compensation (an overall value of approximately \$9,000):

- Hourly wage of \$8.25 for work during the spring and fall semesters (approximately \$1,200/semester).
- Summer stipend of \$3,000 (May 15 – August 19)
- Room and board (when Dining Services is open) during the summer (May 14 – August 6), a value of \$2,500
- Uniform apparel

Application Materials:

- Complete the online application [HERE](#) or visit <http://www.eiu.edu/nsp/specialistdescriptions.php>
- You will need to provide 2 EIU faculty or staff members as references when you apply on-line.
- You will upload a résumé when you apply on-line.
- You will answer 5 questions when you complete the application.

Interview Process: Consists of a personal interview with two components (1 hour and 15 minutes):

Component 1: When you arrive at your interview, you will be given two case studies. You will have 30 minutes to review the case studies and develop your solution to the situation. You will have 10 minutes to communicate your solution to the selection committee. (Additional information will be provided upon application to help you better understand the case study component.)

Component 2: The interview team will ask a series of questions.

CASE STUDY – WHAT TO EXPECT

What does a case look like? What can you anticipate? Here is a brief starter or example to give you an idea of what to expect:

You are the director of New Student and Family Programs at State College University, a mid-sized public institution located in the Midwest. Your welcome week program consists of four days prior to the first day of class and then six weeks of programming. As you are running your orientation program, you encounter the following situation:

You, your Assistant Director, 2 Student Graduate Coordinators (Sara and Henry), and 5 program specialists (Don, Sally, Mary, Marissa, and Alex) are responsible for all aspects of staff selection, staff training, and program planning. A student staff of 60 Orientation Leaders (OL's) provides general campus guidance through tours, small group sessions, move-in assistance, performing in skits about campus life, and staff all activities and events.

Yesterday afternoon you learned that the major event space, the South Quad, for welcome week is not going to be available due to water damage to the electrical system and sidewalks. Your orientation staff arrives in four days and the program begins in 7 days and you must reorganize due to this situation. You must evaluate the program schedule and adjust accordingly. Your staff acknowledges that this is a complex issue, and they look to you to resolve it.

If you were the director in a situation such as this, how would you proceed? Who will your decision affect? What issues should be given the greatest consideration?

PRESENTATION OF CASE STUDY

While there aren't any specific expectations as to what you should present, here are some things to keep in mind when developing your presentation:

- What is the problem?
- Why is it a problem?
- What are the important issues to be considered?
- Who should be involved in addressing the problem?
- What are the possible solutions to the problem?
- What is your recommendation for solving the problem?
- What budgetary considerations, if any, are there for your solution?

The committee will assess your presentation in the following areas: problem solving, communication, and organization.

Please contact New Student and Family Programs at 581-6435 or via e-mail at nsp@eiu.edu if you have any questions.