



Communication Coordinator Orientation Executive Staff Position Description

Position Details:

<i>Department:</i>	Waino Wahtera Center for Student Success
<i>Position Type:</i>	Student Staff
<i>Hours:</i>	5 - 10 hours per week (Fall Semester) 15 - 20 hours per week (Spring Semester) 40 hours per week (After the End of the Spring Semester) 5-10 hours total (The following Fall Semester)
<i>Pay Type:</i>	Hourly Rate
<i>Hourly Rate:</i>	Negotiable based on experience
<i>Supervisor:</i>	Assistant Director of Waino Wahtera Center for Student Success
<i>Dates:</i>	Midyear Orientation: 1/5/2026 Summer Session 1: 5/31/2026- 6/1/2026 Summer Session 2: 6/7/2026- 6/8/2026 Summer Session 3: 6/12/2026- 6/13/2026 Summer Session 4: 6/19/2026- 6/20/2026 SSA/SSRA training: 5/11/2026-5/13/2026 OTL Training Week: 8/17/2026-8/21/2026 Move-in and O-Week: 8/24/2026-8/29/2026

Job Description Summary

The Communication Coordinator- Orientation Executive Staff (CC-OES) is an integral part of the Waino Wahtera Center for Student Success. CC-OES is the lead in the design, production, and distribution of key electronic and printed documents regarding Orientation at Michigan Tech. Orientation Staff (which includes OTLs, Summer Ambassadors, and Summer Residential Assistants). They will work closely with the members of the OES team to train and supervise 70-80 Orientation Team Leaders (OTL) and 20-30 Summer Session Ambassadors and Resident Assistants.

Essential Duties and Responsibilities

The Communication Coordinator Orientation Executive Staff will share the following responsibilities:

- Plan and implement all aspects of Summer and Fall Orientation associated outreach activities (see individual descriptions below for details).
- Assist the Assistant Director in reviewing Orientation feedback results, identifying areas of success and growth, and making recommendations for program improvements.
- Serve on the selection committee for Wahtera Center Student Employees, reviewing applications, and assisting in the planning and delivery of information sessions, group process, individual interviews, and offer letters.
- Serve as a leader, role model, and co-supervisor to the Orientation Staff.
- Assist the Assistant Director with planning and implementing the mid-year orientation.
- Work with the Assistant Director to implement the new student check-in process.
- Answer the orientation@mtu.edu email account and provide office assistance as needed (answering phones, walk-in customer service, etc.)
- Perform other duties as assigned.

Required Experience (minimum requirements)

- Must be enrolled as a full-time student for the duration of appointment (Fall 2025 through Fall 2026)
- Maintain a 2.75 minimum grade point average and be free (and remain free) of University disciplinary sanctions for the duration of appointment
- Must have satisfactory academic progress towards their degree.

Required Knowledge, Skills, and/or Abilities (minimum requirements)

- Demonstrated understanding of the purpose of Orientation and the desire to support new students' transition to college.
- Positive attitude, strong motivation, high integrity, and ability to represent Michigan Tech professionally.
- Strong leadership, mentoring, role modeling, and the ability to hold peers accountable.
- Demonstrated ability to use good judgment when dealing with confidential, sensitive, or critical information.
- Ability to exercise sound judgment, make informed decisions, and actively solve problems.

- Ability to manage multiple projects simultaneously without loss of quality or accuracy.
- Strong personal wellness, including the ability to effectively manage time and stress, prioritize, and meet deadlines.
- Strong organizational skills and the ability to work with accuracy and attention to detail.
- Excellent interpersonal and customer service skills.
- Ability to communicate and collaborate effectively across multiple and diverse constituencies (students, faculty, staff, etc.).
- Ability to seek, receive, and use feedback for the improvement of both oneself and orientation programs.
- Computer proficiency, including Google Applications (Docs, Sheets, Calendar, Forms, etc.) and Microsoft Office (Word, Excel, Access, etc.).
- Other duties as assigned by the Assistant Director of the Waino Wahtera Center or the Assistant Dean of Student Success

Work Environment and/or Physical Demands

The work environment characteristics and physical demands described here are representative of those an employee encounters while performing the essential functions of this job.

- The position requires a valid driver's license for van certification.
- The position often involves moving supplies (such as check-in packets, T-shirts, and other materials) and setting up (arranging tables and chairs) for events.
- The position involves a considerable amount of walking/travel across campus.

Required University Training

- Employee Safety Overview (online)
- Anti-harassment, Discrimination, and Retaliation Training (online)
- FERPA (Canvas)
- MHFA (strongly encouraged)
- SAA Student Employee Training
- Van certification
- Others as assigned

References

- Two professional letters of reference are required.
 - At least one campus faculty or staff member.

Required Applicant Documents:

- Resume
- Cover Letter

Additional Position Description

The Communications Coordinator will serve as the leader for the following responsibilities:

- Will work in collaboration with all OES, UMC, and the Assistant Director to create the theme and branding for Fall Orientation.
- In coordination with UMC, develop and maintain a detailed project plan, including timelines, and gather content and share concepts for printed pieces.
- Review initial content and draft documents to ensure accuracy and provide updates and feedback as needed.
- Maintain effective communication with UMC to provide updates, address concerns, and track progress, ensuring that project deadlines are met.
- Act as liaison between the Orientation Team and UMC
- The Communication Coordinator assists with Guidebook Tech support to ensure that the app is updated and functioning correctly.
- Lead in the development of theme and design concepts of key electronic and printed documents, including but not limited to:
 - Mailers and postcards to families of incoming students
 - Orientation schedule book
 - Slideshow for Rozsa events and University Welcome
 - Informational webcasts
 - Check-in and orientation signage
 - OTL t-shirts, swag, stickers, etc.
- The Communication Coordinator will work in conjunction with the Assistant Director to ensure that the proper marketing materials are produced for the hiring of the Orientation Staff.
- The Communication Coordinator will collaborate with the Logistics Coordinator and UMC to create name tags, labels, and other materials related to team lists.
- The Communication Coordinator maintains a vibrant social media presence through Facebook and Instagram to highlight Orientation information and events.
- The Communication Coordinator will work with the Assistant Director to coordinate and compile the packet materials for new student check-in, labels, and name tags.

- In collaboration with the L-OES, they will coordinate video production and photo opportunities throughout the Spring, Summer, and Orientation Staff training, as well as O-Week.
- The Communication Coordinator will collaborate with the Training Coordinator to produce the OTL Handbook.
- Establish a strong working relationship with several campus units, including University Marketing and Communications, Print Services, Information Technology Services, and the Dean of Students Office.

Contact us at (906) 487-3558 or success@mtu.edu with any questions or concerns.

OES Expectations Contract

Orientation Executive Staff will

1. Review Predecessor Report within two weeks of starting the position.
2. Review the previous Orientation Feedback within three weeks of starting the position.
3. Attend weekly check-in meetings with OES and professional staff. If you will be absent, please contact your supervisor in advance.
4. Abide by the dress code while in the office or when meeting with orientation stakeholders. At times, a more casual dress code is appropriate, and this will be communicated to OES when permitted (e.g., moving equipment/supplies, participating in outdoor activities, etc.).
5. Abide by the expected work hours outlined in the job description. This includes remote work conducted outside the physical office.
6. Abide by communication expectations with OES, Orientation Staff, professional staff, and other orientation stakeholders.
 - a. OES should select one consistent form of communication that works for all OES, Orientation Staff, and professional staff members (e.g., Discord, Google Workspace).
 - b. OES should respond to communication in a timely manner (24-48 hours during business days)
 - c. OES will communicate professionally with OES, Orientation Staff, professional staff, volunteers, and other orientation stakeholders
7. Abide by the chosen task-management system chosen by professional staff. This document outlines due dates, assigns responsibilities for specific tasks, and lists any necessary templates.
 - a. You are expected to adhere to the deadlines set in the task management system
8. Attend professional development sessions selected by professional staff
 - a. Office Etiquette & Structure of Student Affairs
 - b. Conflict Management
 - c. Addressing Burnout
 - d. Any Student Affairs Student Training modules (ex, FERPA, Safety, etc.)

Failure to abide by the above expectations will result in the following consequences:

If an OES member has multiple first offenses for not meeting multiple expectations, the Assistant Director and Assistant Dean reserve the right to move forward with second, third, or fourth offense consequences.

- First offense: Verbal discussion with supervisor (this may also include Lead OES when appropriate) to alert OES member about what expectation wasn't met and that another offense would result in a written warning
- Second offense: Written warning emailed to OES member from the Assistant Director, CC'ing the Assistant Dean
- Third offense: Meeting with the Assistant Dean to discuss concerns, other consequences may be discussed during this meeting, and at the discretion of the Assistant Dean.
- Fourth offense: Removal from position