Orientation Operations Manager Job Description

**Supervised by:** Director of Orientation, Assistant Director of Orientation

**Overview:**
The Operations Manager position holds a great deal of responsibility to the Orientation program, to the Director of Orientation, and to the Orientation Leaders. The position encourages strong organizational skills, understanding of the University, and competency in various computer database systems to enhance and support the Orientation program and University.

**Job Responsibilities:**
- Work closely with the Leadership team (other Operations Manager, Orientation Coordinators, Assistant Director of Orientation, and Director of Orientation) to create program objectives.
- Check in students upon arrival at all Orientation sessions.
- Assign rooms for freshmen students in the summer depending on gender, major, and Orientation Leader. Assign rooms for Orientation Leaders for the summer.
- Check voicemails and emails and return all phone calls and emails received by the Orientation Office.
- Assign groups of students to Orientation Leaders based on major.
- Create and manage check in lists, lists of students for Orientation Leaders, and packets for Leadership team for each Orientation session.
- Maintain Orientation databases in FileMaker and Microsoft Suite.
- Work with faculty to import information to keep databases current.
- Responsible for proctor some student testing.
- Create registration forms and mail out forms to all incoming students.
- Send weekly reminder emails to all incoming students to register.
- Send out weekly confirmation emails to registered students.
- Create and send a list of all students for that Orientation session to advisors, colleges, and appropriate offices.
- Act as an outlet for any comments, questions, or concerns that incoming students, families, Orientation Staff, and the University Community may have concerning the Orientation Program and its many components. Relay these to the Director.
- Act as a liaison to the Orientation Leaders at night during the summer sessions to solve any student conflicts.
- Participate in nightly meetings during the summer program.
- Work in the Office during the academic year to prepare for Orientation, answer emails, answer phone calls, and work on any projects.
- Be an extra pair of observant eyes and ears for program needs.
- Work well with change and able to generate new ideas for program.
- Help plan training for Orientation Leaders.
Requirements:

- Demonstrate an understanding of the purpose and goal of Orientation.
- Excellent communication skills, both verbal and written.
- Enrolled as an undergraduate or graduate student with satisfactory academic standing with a Cum. GPA of 2.2 or above during the semester prior to the start of the summer Orientation program.
- Must be available to assist with the preparation of the Orientation programs during prior months.
- Must be available to work at each Orientation session in June, July, August, and January (January is not mandatory if you are graduating.)
- Preference is given to those who have demonstrated leadership ability, the ability to work with students, peer groups, parents, faculty, and administration.
- May not take summer or winter-intersession courses that interfere with scheduled trainings, preparation, or programs.
- Must have experience planning and developing programs and working with various databases.

Compensation:

The Orientation Operations Manager will receive housing during the months of June, July and August for Orientation programs and will receive approximately $12/hour.

If you have any questions or concerns, please feel free to email the Director of Orientation at Erin_KeeneCrouse@uml.edu or call 978.934.3981. We will get back to you as soon as we can.