2027 Orientation Leader Position Description

Thank you for your interest in joining the New Student and Family Programs team!

Orientation Leaders (OLs) serve as critical members of the New Student and Family Programs (NSFP) team. OLs are current undergraduate students who are dedicated to UCF and seeking to serve on a team of role models for all UCF students. **This can be a demanding role, but when done well we believe it is equally, if not more, rewarding.** You and your teammates get to shape the experiences and journey of thousands of new students and their families, guests, and supporters coming into UCF! You become a first friend, a mentor, a resource, and a source of knowledge and inspiration to new Knights!

We want you to be successful on our team, so we've provided this outline packed with details to help you understand the expectations of the role. If you think you'd be a great fit, we can't wait to get to know you more! And if you have questions, please feel free to reach out to our NSFP team so we can help you feel comfortable before you make the commitment. You can reach us Monday – Friday, 8:00am-5:00pm at (407) 823-5105, nsfp@ucf.edu, or on Instagram @ucf_nsfp.

Please note: While we do not anticipate having to make major changes to this document, the planning of Orientation programs is a fluid process which often requires adjustments. Please be advised that this document is *tentative*, and the most up-to-date copy will be provided to you prior to your agreement to serve in the role of Orientation Leader.

About the Orientation Leader Position

OLs are required to participate in Orientation sessions for First Time in College (FTIC) students, Transfer students, and all student supporters (AKA parents, families, guests, etc.) during their time of employment. The number of required sessions worked will be determined depending on the size of the Orientation Leader team and the number of Orientation sessions offered in each semester. Your supervisor will work with you to create a schedule prior to the orientation season beginning. There will be session dates that will be required for all Orientation Leaders to be available to work, and others that you might not be scheduled to work. Orientation Leaders also help support campus-wide events/initiatives like Campus Locators, Family Weekend, and more!

Throughout their time of employment, OLs serve as peer educators, peer advisors, group facilitators, resource and referral agents, and role models while displaying the five (5) tenants of the UCF Creed and seven NSFP competencies (see page 2 for more on these). This paid position is an honor and a rewarding opportunity for both personal and professional growth. NSFP views this position as both a paid student employment opportunity and a developmental undergraduate experience in which you will be challenged to grow and learn along the way.

The success of NSFP depends heavily on the role of the Orientation Leader. We're looking for 70-80 Orientation Leaders to make the commitment to join us! We do this because it is important to us that new students get to interact in peer groups (led by the OLs) that are smaller than approximately 15 students per group. This also benefits the OL as you get to work more personally with students, establishing relationships and having more meaningful interactions with all the students you see in Orientation!

About UCF's Orientation Programs

Each year, NSFP professional staff spend countless hours reviewing feedback from new students and supporters, the Orientation team, campus partners, and best practices from within the higher education profession. These important data points help NSFP put together the very best Orientation possible for our newest Knights. Paired with staff changes, new strategic plans at the University, and shifting funding models, no two years are ever the same! As such, there's no guarantee that the Orientation program you attended as a new FTIC or Transfer student would be the same program that you would be working as an Orientation Leader.

Generally speaking, we know that we need to serve about 20,000 new students and their supporters and we only have so many days in the summer calendar to do that. In short, we must fill our Orientation programs with as many new students and supporters as we can, while still trying to provide a high level of service to our guests. This means we have staff on- hand from well before we get started in the morning (somebody has to get everything set up, right?!?) and until after we wrap up in the afternoons/evenings (somebody has to put stuff away, too).
All Orientation sessions are in-person programs and there is no online alternative. Since all students are required to attend Orientation in-person, you can only imagine how busy the summer months get! FTIC sessions are typically two full days, starting

in the morning and running into the late afternoon, and sometimes early evening, of both days. Transfer sessions are typically one day, starting early in the morning and running through the late afternoon, and sometimes early evening.

Because we have so many students and supporters to pack into the busy summer, we usually go back-to-back every day of every week throughout the summer (with some exceptions). This job requires stamina and mental toughness to help you power through long days. **Again – it's a big commitment, but we have a lot of fun doing it!** There's not much more rewarding than hearing from a student how much their Orientation Leader impacted them during their Orientation! At the same time, it is a deep-rooted value of New Student and Family Programs to show care to everyone we work with so at the same time, we are here to support our staff and do everything in our power to help them be successful.

Length of the Position

This position runs one calendar year from the date of hire. A high percentage of the workload will occur between the months of April to August. All dates and times given are to the best of our knowledge at the time of this revision. **They may change depending on finalization of the University calendar and Orientation planning.**

Please thoroughly review the list of tentative dates and commitments listed under Position Responsibilities and speak to your family, friends, and supporters about these dates before committing to the Orientation Leader role. These are non-negotiable terms of employment and by becoming an Orientation Leader, you agree to being available for work on the dates of these commitments.

What We're Looking for in Orientation Leaders

Want the "inside edge" on being selected? There is no "right" answer here – we want to hire a diverse team that represents the broader UCF population, but there are certain qualities in student leaders that will help them be successful and standout. We're looking for individuals who can show us examples of the following:

- Help us fulfill New Student and Family Programs's mission, vision, and values to provide a strong foundation for new Knights.
- Demonstrate a desire to learn as a person and a student, but also about UCF, its people, its programs, and its regulations.
- Be a team player who understands the benefits of collaboration and the impact of their own choices on teammates.
- Have strong communication skills to be a source of information and a referral agent to new students and their supporters.
- Role-model seven (7) NSFP Competencies, including, but not limited to: career and self-development, communication, technology, critical thinking, leadership, professionalism, and teamwork.
- Maintain a positive attitude and work ethic.
- Show leadership potential and a willingness to learn, receive feedback, and be coached.
- Be eager to improve leadership and teamwork skills.
- Have the ability and willingness to work with a diverse group of team members, new students, and supporters, and to promote the benefits of a diverse and inclusive campus environment.

OLs must be able to perform unique tasks related to the position, including but not limited to:

- Working long and challenging hours that begin early in the morning and end later in the evening for multiple days in a row.
- Remain positive through challenging situations and long workdays.
- Ability to navigate campus and remain outside in the heat for significant periods of time.
- Ability to utilize technology, including but not limited to SLACK, Microsoft PowerPoint, Microsoft Teams, Zoom, Outlook, Webcourses, Workday, Visual Zen (VZ for short; New Student and Family Programs's Orientation reservation platform) and the basics of computer and internet use.
- Ability to bend and lift up to 50lbs. OLs may be required to lift more than 50lbs with the help of others. NSFP can provide appropriate accommodations for those who are unable to lift 50lbs

Minimum Qualifications

Applicants must meet and maintain the following qualifications to be eligible:

- Be a degree-seeking undergraduate student who is currently enrolled April at UCF and maintain minimum full-time enrollment through December 2027

(more on next page)

- Have an anticipated graduation date of April 2028 or after
- Have a cumulative GPA of at least 2.5 at the time of application and any subsequent semesters in which enrolled in classes while employed by NSFP
- Be free from disciplinary warning, probation, and/or suspension with the University of Central Florida
- Be available for all dates listed in the Dates and Commitments list

In addition, for Summer 2027 specifically, it is ***HIGHLY*** encouraged that Orientation Leaders are not enrolled in summer courses while serving in the role of Orientation Leader. If there are requirements with an OL's academic program to take a course over Summer 2027 that are unavoidable it must (1) be approved by their supervisor **prior** to enrollment, and (2) be a fully asynchronous, online course. If an Orientation Leader must take a course during the summer of their employment because of academic program requirements, there will be an outlined process for approval. This process involves, but is not limited to: proof of a meeting with an Academic Success Coach in which the ASC confirms the requirement, a meeting with the NSFP supervisor to review expectations and potential schedule impacts, sharing proof of registration/final schedule, etc.

Position Responsibilities/Dates and Commitments

Orientation Leaders complete a variety of duties throughout their position. **Please note that this list is not comprehensive, and additional duties may be assigned at any time at the discretion of supervisors.**

Spring 2027

April Training Retreat

On **Saturday, April 3 and Sunday, April 4, 2026,** Orientation Leaders will kick-off their training with a team-wide retreat on campus. This action-packed weekend will be full of opportunities to engage with your teammates and learn more about the work we'll do together as a team!

Summer 2027

May Training

"Failing to prepare is preparing to fail." – John Wooden.

Your official training begins on Thursday, May 6, 2027! May Training is an intensive but critical component to ensure our team's success and training will run in-person daily. May Training will take place mostly each weekday (Monday through Friday) and run from 8:00am-5:00pm (times are approximate and subject to change). The last day of May Training is Friday, May 21. Please note that there may also be times in which evenings will require your additional attention (e.g., practicing your public speaking roles, practicing facilitating small groups with teammates, session dress rehearsals, etc.). Additional times and dates may be added to the training schedule to ensure job preparation and individual readiness, as determined by the supervisor.

Summer/Fall Admit Orientation Sessions

Orientation occurs Monday through Friday, **mid April to August 2027**. The primary function of this job is supporting Orientation, so it is critical that you are available and present. Orientation Leaders will have a pre-determined minimum number of FTIC and Transfer Orientation sessions during this period that they are required to work. This number will be communicated prior to an Orientation Leader's hiring. **Please note:** outside this number, all Orientation Leaders must be available to work any session dates that overlap with each other (if applicable for 2027) and all August Orientation sessions. Below are the main responsibilities while in Orientation sessions:

- Welcome new students and supporters to the University and assist them in the initial Orientation check-in.
- Serve as a role model and facilitator for new students and be constantly accessible for interaction with students and their supporters, answering questions and referring them to other units.
- Be a source of information regarding academics, policies and procedures, campus services, activities, building locations, and all other aspects of life at UCF.
- Facilitate well-organized, thorough small group meetings and Q&A discussions for new students and their supporters. OLs will also be required to go over specific information regarding UCF policies.
- Deliver public speeches to audiences between 20 – 1,000 attendees (don't worry, you'll be a pro and we will help you prepare for these!)
- Administrative tasks such as setting up signage, pulling and organizing supplies, assisting presenters with their presentation materials, etc.

Fall 2027

The Knighting and Opening Knight

OLs are the first face and friend students will make when they arrive at UCF. It is important that NSFP staff attend and encourage incoming students to attend Signature Events offered year-round by UCF. More details about The Knighting and Opening Knight (Pegasus Palooza) will become available as OSI provides an updated schedule in late Summer 2027. *These events are managed by the Office of Student Involvement, and NSFP staff help support them to ensure their success.*

Monthly All-Staff Meetings

Each month in the Fall semester, all NSFP staff will get together to discuss important updates, connect about upcoming events, and engage in continuous education like professional development opportunities. These are typically one-hour commitments.

Family Weekend

New Student and Family Programs coordinates and hosts UCF's annual Family Weekend, which usually occurs in the fall dependent on the UCF Football schedule. OLs are expected to assist during Family Weekend and will be assigned to complete selected shifts. Family Weekend is historically a three-day commitment: Friday, Saturday, and Sunday. Family Weekend for Fall 2027 is to-be-determined, but will be announced in Spring 2027.

Campus Locators

All OLs are also required to complete Campus Locators shifts through NSFP during the first two days of classes of the Fall 2027 semester.

Recruitment

Recruitment is the foundation of any successful organization! We can't successfully assist our new students and their supporters without a large team, and OLs are a critical part of annually recruiting the next team! OLs are expected to participate in recruitment events throughout Fall 2027 and Spring 2028. In addition to attending NSFP-hosted events, OLs could be asked to post NSFP recruitment material on social media accounts, spread the word about the OL position, and actively recruit others to apply for the next year's team. OLs will be required to participate in a decided-upon number of recruitment events and other recruitment initiatives in the Fall semester. As a professional development opportunity, OLs may also choose to assist with planning, leading, and hosting signature programs and events. Those interested will work alongside their supervisor to gain experience in event planning, program development, and leadership while helping create engaging experiences for prospective Orientation Leaders.

Interviews

Student staff at New Student and Family Programs play a key role in shaping the future of our program by supporting candidate interviews for future Orientation Leaders and Summer Graduate Interns. These happen on a regular basis during the semester, but you will get the chance to sign-up for ones that work best for your schedule. Your perspective as a current Orientation Leader is especially valuable; you get to help shape the next group and make sure they represent the program well and offer real insight into what orientation is all about! Additionally, you get firsthand experience with the interview process, which can help you feel more confident and prepared for your own future interviews.

Spring-Admit Orientation Sessions

NSFP will host Orientations between **November 2027, December 2027, and January 2028**. Should these Orientation dates overlap with classes being in session, class schedules will be reviewed and accommodated prior to your scheduled times to work. NSFP will provide University-approved documentation to excuse OLs from class to participate in these sessions, should conflicts arise. Orientation Leaders will have a pre-determined minimum number of FTIC and Transfer Orientation sessions during this period that they are required to work. **Please note:** independent of this number, all Orientation Leaders must be available to work all January 2027 Orientation sessions.

Alternate Onboarding

Alternate Onboarding is an optional leadership and professional development opportunity available to selected Orientation Leaders. In this role, OLs support students who have been approved to complete orientation virtually due to special circumstances by facilitating individualized online orientation experiences. Orientation Leaders participating in Alternate

Onboarding will deliver curriculum, provide guidance on university resources and processes, answer student questions, and support students through their transition to the university in a one-on-one virtual setting.

Spring 2028

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Throughout Employment

During your time as an Orientation Leader, we'll ask you to stay on top of your professional development in ways that include, but are not limited to:

- Participating in ongoing training and development related to your position.
- Maintaining regular communication with New Student and Family Programs staff, discussing situations that warrant attention or action.
- Maintaining regular communication with new students through their first semester at UCF
- Participating in regular one-on-one meetings with your supervisor, including an annual and mid-annual performance evaluation/review centered around the seven (7) NSFP competencies.

Compensation

The best Orientation Leaders are passionate about helping UCF students and their supporters and getting paid is a handsome reward. Orientation Leaders are compensated with a competitive compensation package that rewards their hard work in more ways than just the paycheck. Please review and understand the compensation fully before accepting the position; we invite you to ask any questions you may have before the interview process!

Orientation Leader compensation will include all the following:

- Hourly pay rate of $15/hour
- Free meals during worked Orientation sessions

An additional what we consider to be a "perk" of the role includes receiving free UCF swag (apparel, items, coupons, etc.)! Any UCF apparel you are given as part of the Orientation Leader role is yours to keep if you complete your full year term of employment.

As a Florida public university, the University of Central Florida makes all application materials and selection procedures available to the public upon request. UCF is proud to be a smoke-free campus and an E-Verify employer. If an accommodation due to a disability is needed to apply for this position, please email onac@ucf.edu.