New Student & Family Programs
Communications Fellow Job Description

New Student & Family Programs Mission

The mission of New Student & Family Programs is to provide new undergraduate students the information and activities needed to transition smoothly to the University of North Carolina at Chapel Hill, and to promote an on-going relationship between the families of all Carolina students and the University in support of their students’ success at Carolina.

New Student & Family Programs Core Values

Learning: Facilitate the student academic experience
Student Success: Provide support through transitions
Inclusivity: Cultivate an inclusive campus community
Collaboration: Foster community connections with internal and external partners
Communication: Communicate expectations, services, and resources
Leadership: Promote leadership and engagement opportunities

Position Description

The position of Fellow for Communications is a part time position within New Student & Family Programs (NSFP). The Fellow will enhance office communications with new students and families, including, but not limited to online newsletters, social media accounts, and website management. The Fellow will assist with managing the production of our various publications including, but not limited to, the New Student Guide, Tar Heel Beginnings Planner, and Family Handbook. The Fellow will also play a role in student leadership activities including recruitment, selection, and training. They report directly to and work closely with the Coordinator and Assistant Director of NSFP.

Learning Outcomes

The NSFP Fellow position is intentionally designed such that upon completion of the appointment, students will...

- Gain first-hand experience in supporting and managing student leaders.
- Create and implement leadership, educational, and social initiatives.
- Obtain experience in working with a team of professional staff, fellows, and student workers in a fast-paced environment.
- Enhance their verbal and written communication skills in various settings with multiple constituents.
- Apply their understanding of their personal strengths, skills, values, and identities to their work in this role.
- Identify multiple possible outcomes of a decision/plan while generating specific, evidence-based solutions when addressing an issue or task.
- Cultivate an environment that is supportive and welcoming by advocating for and executing inclusive practices and initiatives.
- Collaborate with various campus partners to address the needs related to first-year students, transfer students, and family transitional experiences.
- Prioritize in order to effectively and efficiently manage multiple tasks and responsibilities.
- Articulate how contributions in role relate to career aspirations.

Qualifications

- Exhibits advanced foundation of content knowledge of the University of North Carolina at Chapel Hill and NSFP
- Demonstrate the ability to problem solve, take initiative, and manage conflict.
- Demonstrate interest in advancing skills learned from former new student leader position(s).
- Exhibit good teamwork, communication, and interpersonal skills.
- Demonstrate respect for the diverse Carolina community and exhibit a desire to work well with a diverse group of students, staff, faculty, administrators, new students and new family members.
- Exhibit leadership potential, professional demeanor, strong work ethic and willingness to accept responsibility.
- Abide by all University policies and civic laws.

## Conditions of Employment and Job Responsibilities

### I. Conditions of Employment

a. **Academic Standing**
   
i. Must be full-time undergraduate student; have a minimum 2.5 GPA and be in good disciplinary standing with the University.

b. **Supervision**
   
i. Will be directly supervised by the NSFP Coordinator, but will also work closely with the Assistant Director of NSFP on various projects.

c. **Length of Position**
   
i. The duration of the position will be August 2019– April 2020.
   
ii. Fellow for Communication will work 8-10 hours per week in the NSFP Office. These hours must be scheduled and approved by the Assistant Director.

iii. Summer employment is a possibility and will be discussed on an individual basis with your supervisor.

d. **Conduct**
   
i. This position carries an obligation to conduct themselves in a manner appropriate to their position as a representative of the University and to live and work in accordance with, uphold, and abide by all University policies and regulations. Any violation of these policies will be reviewed and addressed on a case-by-case basis and may result in immediate termination.

e. **Email Communication**
   
i. Per University HR Policy, all faculty, staff and student-employees must use University-owned, managed, or approved email addresses for all work-related email correspondence (i.e. Email accounts that end in unc.edu including HeelMail, live.unc.edu service for students). All faculty, staff and student-employees must maintain a University email address in the campus directory; faculty, staff, and student-employees may not automatically forward email from campus email systems to external non-University managed email systems (such as Yahoo, Gmail, Hotmail, etc.).

### II. Job Responsibilities

a. **Communications and Publications**
   
i. Assist the NSFP Coordinator with creation and dissemination of the monthly online newsletters for new students and UNC family members (this may be in conjunction with the Project Coordinators).

   ii. Evaluate usage of and develop content for office social media accounts (this may be in conjunction with the Project Coordinators).

   iii. Develop and manage the production of our various publications including, but not limited to, the New Student Guide, Tar Heel Beginnings Planner, and Carolina Family Handbook.

   iv. Research timely information, conduct interviews of relevant campus partners, craft messages relevant to parent, and family members.

b. **Student Leadership**
   
i. Assist with recruitment, selection, and training of NSFP Student Leaders

   ii. Assist with coordination and implementation of the NSFP Student Leadership Retreat which takes place in January of each year (typically MLK Weekend). In addition, Fellows may be asked to
participate in a retreat in August for Transfer Student Ambassadors and Project Coordinators (currently listed for August 11-12, 2019).

c. Responsibilities also include participation in professional developmental opportunities, monthly meetings, maintaining regular office hours, serving as a contributing member of the NSFP staff.

d. Other administrative and logistical development for the mission of NSFP to support events and all other programs sponsored by NSFP.

### Compensation

Remuneration is $10.50 per hour for 8-10 hours per week; opportunity for pay increase based upon years of service in the office and performance-based evaluations conducted at the beginning of the Spring semester and at the end of the Spring semester.

If for any reason a staff member is unable or unwilling to continue to serve, the amount of the remuneration (due since last payment) will be determined by the Director. The decision will be based upon the actual time worked and the quality of service he/she has rendered to date.