New Student & Family Programs
Orientation Leader Captain (OLC) Job Description
2026-2027

This document was last updated on August 20, 2026 based off of available information at this time and is subject to change due to emergencies or unforeseen circumstances.

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*

Orientation Leader Captain Position Description

The OLC position is intended for students who have served as an Orientation Leader previously (at least one full cycle). They will be responsible for helping prepare Orientation Leaders (OLs) for success in their position. The OLC will assist with student leader recruitment and selection, communication of the OL experience to campus partners, student leader training, and the review and update of current orientation practices at the express direction of the professional staff for the New Student and Family Programs department. The OLC position allows these students to continue exploring their professional interests in a multifaceted office and role. New Student & Family Programs is committed to investing in our highly motivated student leaders to continue contributing to positive student development.

Orientation Leader Captain Learning Outcomes

The OLC training curriculum and position is intentionally designed such that upon completion of the appointment, OLCs will be able to…

Self-Awareness

- Identify personal strengths, skills, values, and identity.
- Demonstrate personal responsibility for actions and decisions.
- Represent themselves and the University in a professional manner.
- Recognize and appreciate diverse perspectives.

Critical Thinking

- Identify and apply concepts related to team leadership, group dynamics, collaboration, and facilitation.
- Adapt to change and actively solve problems.

Communication

- Manage conflict with civility and respect for others.
- Cultivate an environment that is inclusive, civil and welcoming.
- Effectively communicate in large and small group settings.
- Engage across differences.

Job Knowledge

- Understand the issues related to first-year students', transfer students', and families' transitional experiences.
- Identify campus resources and provide appropriate referral information.
- Effectively manage multiple tasks and responsibilities.
- Identify the value of self-reflection for personal development.
- Facilitate proactive transitional support for new first year and transfer students & Carolina family members.
- Project management.
- How to utilize social media applications to interact with students.
- How to navigate the registration process virtually to assist newer OLs.
- How to facilitate large or small groups without Pro Staff assistance.

General Leadership

- 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 parent/family transitional experiences.
- Prioritize in order to effectively and efficiently manage multiple tasks and responsibilities.
- Articulate how contributions in the role relate to career aspirations.

Returning Orientation Leader Qualifications

- Fulfilled (or are currently fulfilling) all contract requirements as an Orientation Leader during a previous year.
- May not graduate before December 2027.
- Possess a positive attitude, high energy level, knowledge of and enthusiasm for Carolina.
- Demonstrate interest in advancing skills learned from orientation leader position.
- 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.
- Demonstrate the ability to problem solve, take initiative, and manage conflict.
- Exhibit leadership, a professional demeanor, a strong work ethic and willingness to accept responsibility.
- Have a working knowledge of University resources.
- Exhibits advanced foundation of content knowledge of the University of North Carolina at Chapel Hill and New Student and Family Programs
- Demonstrate the ability to problem solve, take initiative, and manage conflict.
- Demonstrate interest in advancing skills learned from former new student leader position
- 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

I. Terms and Conditions of Employment

A. *Academic Standing*

1. OLCs must be full-time undergraduate students; have a minimum 2.5 GPA and be in good disciplinary standing with the University.

B. *Supervision*

1. OLCs will be directly supervised by the NSFP Coordinator but may also work with the Associate Director and other NSFP professional staff.

C. *Summer classes and additional employment*

1. OLCs may register for in person or online/asynchronous academic courses during UNC Maymester (May 12-28, 2027) so long as they **do not conflict** with their job responsibilities and hourly required shifts for training, orientation sessions, staff meetings, debriefs, etc.
2. OLCs may register for online/asynchronous academic courses during UNC summer sessions so long as they **do not conflict** with their job responsibilities and hourly required shifts for training, orientation sessions, staff meetings, debriefs, etc.
3. OLCs may hold additional employment, so long as it **does not conflict** with their job responsibilities and hourly required shifts for training, orientation sessions, staff meetings, debriefs, etc. Must ensure hour limits are not exceeded for employment as per Human Resources policies (OLC are responsible for 7 hours per week during Fall/Spring semesters; 25 hours per week during Summer; note that summer training week will see an increased number of hours).
4. Any potential conflicts with orientation responsibilities must be communicated to the Orientation Leader Development Coordinator at least two weeks in advance and will need to be approved in advance.

D. *Length of Position*

1. The duration of the OLC position is October 2026 through August 2027. OLCs may also work the single Spring Orientation session in January 2027 (date TBA) if available and selected to do so. Note that weekly work hours beyond August 2027 will be need-based and not guaranteed.
2. OLCs will meet monthly, as needed, with the Supervisor(s) and with each other beginning October 2026 through November 2026.
3. OLCs will serve 7 office hours a week for the NSFP Office from January 2027 through June 2027. Spring OL training is included in these 7 hours (training is 3 hours, 4 remaining hours will be completed in the office). These hours must be scheduled and approved by the Supervisor.
4. Fall 2026 hours will be determined on an as needed basis, pending recruitment needs and interviews.

E. *Training Dates*

1. OLCs MUST participate in weekly training sessions during the Spring semester on Wednesdays from 1:30pm-4:30pm beginning in January 2027. These meeting times should NOT conflict with any classes or other extra-curricular activities. ALL OLCs are expected to be present and fully engaged at EACH training meeting for the entire meeting.
2. OLCs will assist with the facilitation and coordination of the training sessions.
3. OLCs will participate in a week long OLC specific training in late May or early June, prior to June training with the OL team.
4. OLCs must participate in a one to two week training program with OLs at either the end of May or the beginning of June 2027 (exact dates/times TBD).
5. OLCs will attend a weekend NSFP Student Leader retreat on January 30- 31, 2027.
6. If an additional spring semester retreat is planned by/for the OL team the OLC will be expected to attend this retreat as well (exact dates/times TBD but typically in March near spring break).

dates and times subject to change

F. *Training Activities*

1. OLCs will spend approximately two hours each week leading and participating in committees and completing committee tasks. These commitments must be completed in addition to or outside of weekly meetings.
2. OLCs will assist with the planning, facilitation, and coordination of the NSFP Student Leader retreat and any additional team retreat(s) that may be scheduled in the future.
3. OLCs will assist with responsibilities related to OL staff motivation & morale throughout the year.

G. *Orientation Sessions*

1. OLCs must understand that dates and times are subject to change depending upon the University Calendar, Departmental and University Planning.
2. Depending upon staffing needs, OLCs might be offered the opportunity to assist NSFP with prospective and admitted student events during the Spring Semester. Attendance will be based on availability and assigned on a rotating basis.
3. OLCs are expected not to miss consecutive summer Orientation sessions barring an emergency or communicated needs prior to position appointment. These unique needs must be communicated to the supervisor(s) and approved by them prior to position appointment. Failure to report these needs/conflicts prior to accepting the position may result in termination of employment even if after all hiring paperwork has been completed and/or employment has begun.

H. *Attire*

1. Each OLC must present a positive image of UNC by dressing appropriately and professionally for all sessions and/or in uniform when applicable. Each OLC will receive a uniform to be worn during orientation sessions. Uniform requirements will be determined by NSFP Professional Staff and communicated by supervisor(s).

I. *Summer Living*

1. *TBD:* details to come for an on-campus living space that must be used during the night prior to and the night of sessions that the OLC is scheduled to work. This space will be a double room shared with another member of the OLC team (single rooms are not available). Overnight guests are not permitted to stay with OLCs during this time. On-campus orientation housing is a requirement of the position and standard summer housing rates apply to each OLC (please see compensation section below for more details).
2. Housing policies and community living standards will continue to apply to anyone living on campus over the summer as they do during the semester.

J. *Technology and Email Communication*

1. 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 the 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.).
2. OLCs will need to use their personal laptops or devices for work purposes at the discretion of their supervisor(s).

K. *Conduct and Initiative*

1. OLCs must understand 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.

2. As previous OL team members, OLCs are expected to take initiative and assist with duties they know must be completed when reflecting on their previous experiences as an OL. OLCs should consult each other and the Coordinator to develop ideas and strategies for helpful ways to proactively contribute to the team without being asked (i.e. organizing supplies and materials, communicating systems for organization with the OL team, asking guests if they need help rather than waiting to be approached, setting up or breaking down materials as appropriate, etc.).

L. *Driving*

1. OLCs may be responsible for driving the golf cart for accessibility and programmatic related needs throughout their position and will also be driving the NSFP van for signage pickup and distribution. A valid driver's license is needed for these responsibilities. If an OLC does not have a valid driver's license, they are expected to communicate this directly to the supervisor(s).

M. *Documenting Time and Hourly Pay*

1. OLCs are budgeted to work 7 hours per week in the Fall and Spring semesters. OL Trainings are included in these 7 hours. After accounting for 3 hours at OL training, the remaining 4 hours will be worked in the NSFP office on a routine shift schedule determined by the OLC along with supervisor(s) approval.
2. OLCs must keep an external excel sheet to be shared with the Coordinator of the hours that they have worked each week as a means of secondary documentation in the event of a TIM outage.
3. OLC timesheet should accurately reflect the hours that an OLC has worked during that pay period (i.e. if the OLC worked from 10am-12pm, the timesheet should reflect those exact times, not 2pm-4pm or another time block).
4. In order to be paid for hours worked, OLCs must take responsibility for clocking in and out of their shifts at the correct times.
5. Any timesheet mistakes should be minimized and must be communicated with the supervisor approving TIM via email and/or Teams message, as soon as possible.
6. OLCs that do not properly document their hours using their TIM timesheet and aforementioned excel sheet may either not be paid on time or will not be able to count the incorrectly documented hours so please be diligent and attentive to this process.

II. Responsibilities

The following is a summary of expected duties. The list is not comprehensive and additional duties may be assigned at any time during your appointment.

A. Student Leader Training

1. Assist with the facilitation and coordination of the student leader training sessions.
2. Attend the NSFP Student Leader retreat in January and any OL Team retreat(s).
3. Assist with the facilitation, coordination, and presentation of the student leader training sessions during retreat, the Spring semester, and June training.
4. Serve as OL point of contact during Student Leader Retreat, OL Team retreat, Spring training, June training, Summer sessions, etc., as needed.
5. Collaborate with NSFP professional staff and UNC campus partners to coordinate Spring and June Training for Orientation Leaders.
6. Assist in collection of Spring/June Training feedback to be used for updating future trainings through focus group facilitation.

B. Orientation Assistance

1. Be prepared to step in as an Orientation Leader at any time in the event of an emergency (likely due to a sick staff member).
3. Welcome new students and family members to the University and assist them in the initial orientation registration and check-in. Specific tasks are assigned to each OLC per session which serve as a critical component in the orientation program.

4. Facilitate the day-to-day structure of orientation sessions, including but not limited to, the management of the help desk, addressing student concerns, answering questions, and assisting with accommodation transportation and activity set up.
5. Serve as a role model and facilitator to new students and families during small and large group settings.
6. Manage OL feedback delivered during briefing and debriefing, creating actionable solutions to address concerns.
7. Support OLs throughout their sessions during orientation both professionally and emotionally.
8. Serve as a source of information regarding academic policies and procedures, campus services, activities, building locations, and all other aspects of life at UNC.
9. Review and keep up to date with important University information.
10. Represent the University and all its organizations well and in a professional, unbiased manner.
11. Assist college advisors and representatives to help students understand the registration process.
12. Meet individually with your supervisor(s) to review job performance and questions or concerns.

C. Administrative Duties

1. Work individually and collectively to help each other perfect skills in program presentations, facilitating small group discussions, performing skit lines and dance steps, and to increase each other's knowledge of the University's and NSFP's goals, academic and social programs, personnel resources, and facilities.
2. Design and construct all necessary program materials and/or arrange for their rental to successfully present aspects of summer orientation programs (i.e. skits, Hark the Sound).
3. Review and update OL email templates, small group guides, Heel World skit scripts, and debrief documents.
4. Prepare for NODA Intern transition and onboarding.
5. Assist with administrative tasks during Orientation as delegated by NSFP staff. These tasks will include, but not be limited to: assisting with late check-in, placing and collecting directional signs, distributing and collecting participant evaluations, assisting with program presentations, attending the various programs during each Orientation session, making signs, placing labels on materials and assembling nametags, running errands, assisting with Orientation parking, cleaning out storage and Union spaces after sessions, etc.
6. Engage in reflective assessment activities throughout their term of employment to provide feedback about their experience, knowledge, skills, development etc.
7. Serve as liaison between NSFP staff, Student Affairs staff, campus partners and the OL team.
8. Assist with other duties related to the New Student & Family Programs as assigned.

C. *Orientation Leader Recruitment*

1. Assist with responsibilities related to NSFP student leader recruitment and selection including but not limited to tabling, information sessions, monitoring email submissions, etc..
2. Assist (if needed) with interview logistics (taking place in the Fall semester), such as applicant review, interview scheduling, candidate outreach, and staffing.
3. Assist (if needed) with December/January hiring preparation and team communication.

D. *Orientation Leader Team Dynamics*

1. Assist with responsibilities related to OL staff motivation.
2. Serve as a role model and leader and act, at times, in a supervisory capacity to members of the OL team (i.e. holding an OL accountable for their actions, despite being friends, roommates, having a personal connection with them, etc.)

E. *OL and Student Communication*

1. Compose monthly emails to be sent by Orientation Leaders in the Fall semester.
2. Monitor Orientation Leader engagement with email messaging.
3. Send a minimum of 5 group communications to the students in their small groups, if applicable, between August 2026 and December 2026 on a monthly basis to continue to foster student connections. These communications should be documented with the OL Coordinator.

F. *Weeks of Welcome*

1. Work with WOW Board Co-Chairs and Board Members to complete all necessary preparations to implement Weeks of Welcome (WOW), such as: room/equipment set-up, engaging with participants, clean-up, and other tasks that might arise.
2. Sign up for Weeks of Welcome programs to attend with their students. Programs will be selected based on OLCs' academic schedule, not in conflict with their orientation responsibilities.
3. All staff are required to assist with Convocation and the Rah Rah Carolina Pep Rally.

G. *New Student Convocation*

1. Attend and assist with New Student Convocation by handing out programs, ushering participants to their seats, and other tasks that may arise.
2. Assist and facilitate New Student Convocation preparation.

Orientation Leader Captain Compensation

OLCs will be paid $15.00/hour in Spring and Fall semesters for 7 hours a week of work completed (3 hours of Spring OL training is included in these 7 hours, remaining 4 to be completed in the NSFP office). Payment will be determined based on the completion of the responsibilities listed above.

OLC compensation will be increased (to approximately $18/hour) to account for the required housing cost as part of job responsibilities in the Summer (May Training week – end of August).

If for any reason a staff member is unable or unwilling to continue to serve, the prorated amount of the remuneration (due since last payment) will be determined by NSFP Pro Staff in collaboration with the Payroll and Human Resources offices. The decision will be based upon the actual time worked and the quality of service rendered to date in line with contractual agreements and expectations.

Fall 2026 semester:

- Working dates/hours: October -December: recruitment efforts (mobile tabling, info sessions, marketing, social media, etc.), paired interviews, group interviews, team selection, and office hours, if applicable.

Spring 2027 semester:

- Working dates/hours: January 13th – Apr 21st: Weekly Wednesday meetings 1:30-4:30pm, NSFP retreat, OL Team retreat, office hours, and OLC training with interns in May.

Summer 2027 semester:

- Working dates/hours: June 1st – August 31st: June training and a minimum of 15 First Year and 2 Transfer Orientation Sessions and all debriefs (optional and mandatory)
- June and July will include an assignment to a double, furnished room with a roommate for summer dates beginning the weekend before OLC training (usually in late May) until July (summer) sessions have concluded. OLCs and OLs will be responsible for making their own living arrangements after July sessions conclude. Those staying on campus in the Fall 2027 semester, would move into their Fall assignments the Sunday prior to orientation sessions in August and reside there.
    - The room cost will be billed to the student account based on the standard housing summer school rates as detailed on the Carolina Housing website, prorated to reflect the dates of occupancy (https://housing.unc.edu/live/rates/). The same process applies for any early arrival housing charges for August.

Fall 2027 semester:

- Working dates/hours: August: attending WOW events, creating and/or editing email templates for OL team, sending email communications to all incoming FY & TR students, inventorying all remaining summer Orientation

supplies, beginning preparation for following year, preparation for January 2028 Orientation and any needed office hours.
- Any additional tasks/responsibilities deemed necessary by supervisor(s).

Spring 2028 semester:

- Select staff will work Spring Orientation in January 2028 based on the amount of staff needed. Though it is unlikely for the entire team to work this session, reserve the date regardless in case you are needed. More details will be shared in the Fall of 2027.

**Please note that these numbers are pending final budget approval but will not decrease from what is listed.*

2026-2027 IMPORTANT OLC DATES

NSFP Student Leader Interview Process

- October 2026- Recruitment efforts including tabling, interest sessions, and OL candidate interviews

NSFP Staff Retreat: Location TBA, likely off-campus

- January 29th, 30th, and 31st 2027
- March (TBD) - OL Team retreat

Spring 2027 Semester Staff Meetings: Wednesdays 1:30pm-4:30pm

- Every Wednesday afternoon will be OL Training Meetings (1:30-4:30pm ET). OLCs are required to attend each training date in their entirety. Please make sure to keep this **FULL** Wednesday time block open when selecting Spring 2027 courses.
    - These meetings/trainings will occur every Wednesday from January 13, 2027 through April 21, 2027.

OLC Move In, Training, and June Training: *exact times TBA, dates subject to change in the event of unforeseen circumstances*

- *Anticipated OLC Move in: May 24th (Memorial Day)*
- *Anticipated OLC training w/ Interns: May 25th-31st*
- *Anticipated OL training: June 1st-5th and June 8th*

Orientation Dates for Summer 2027 (exact dates/times TBA)

- June– August 2027

Additional NSFP Required Programs 2027 (exact dates/times TBA)

- Rah Rah Carolina Pep Rally (usually on the Saturday before FDOC)
- Convocation (usually on the Sunday before FDOC)
- Weeks of Welcome (WOW) during the first few weeks of the Fall semester
- Carolina Family Weekend (usually in mid-October or early November)

NSFP Student Leadership Appreciation

- November 2027