



**WAYNE STATE
UNIVERSITY**

		ISSUED: 12/11/19
TITLE: Warrior Life Coordinator	SALARY TABLE: PA	CLASS CODE: PN374
UNION: P & A, Local 1979, U.A.W.	SALARY GRADE: 10	EEO CODE: 5
JOB GROUPING: 30	FLSA: Nonexempt	EMPLOYEE CLASS: PN

POSITION PURPOSE

Provide project coordination and support services for the Warrior Life Student Wellness and Well-Being program for the Dean of Students Office. Primary point of contact for students in need of services from the Dean of Students Office. Coordinate all office front desk operations in support of assisting students with student life (non-classroom, non-enrollment services) needs. Reports to Associate Director/Student Conduct Officer in the Dean of Students Office.

Essential Job Functions	% Time
Serve as primary point of contact for students regarding student basic needs assistance. Triage and identify student needs and direct students to relevant campus resources. Coordinate student follow-up to ensure services were sought and received.	20%
Select, train, and supervise Dean of Students Office front desk student assistants. Partner with Dean and Associate Director in coordinating office schedule to ensure adequate coverage at peak times.	15%
Coordinate front desk services including, but not limited to, event ticket distribution, appointment management, and event promotion, including distribution of print promotions and social media.	15%
Train and supervise students in their role as engagement navigators, assisting student organizations with organizational support services and assisting students with information on campus involvement.	15%
Serve as point of contact for faculty and staff as it relates to providing assistance for students.	10%
Coordinate Warrior Rewards path program point redemption.	10%
Create and maintain reports and databases to document student basic need inquiries, referrals made, services rendered, and follow-up assessment.	10%
Utilize data to identify student basic needs trends and issues and develop strategies to respond to this data.	5

THIS DESCRIPTION IS INTENDED TO INDICATE THE KINDS OF TASKS AND LEVELS OF WORK DIFFICULTY THAT WILL BE REQUIRED OF POSITIONS THAT WILL BE GIVEN THIS TITLE AND SHALL NOT BE CONSTRUED AS DECLARING WHAT THE SPECIFIC DUTIES AND RESPONSIBILITIES OF ANY PARTICULAR POSITION SHALL BE. IT IS NOT INTENDED TO LIMIT OR IN ANY WAY MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT AND CONTROL THE WORK OF EMPLOYEES UNDER THEIR SUPERVISION. THE USE OF A PARTICULAR EXPRESSION OR ILLUSTRATION DESCRIBING DUTIES SHALL NOT BE HELD TO EXCLUDE OTHER DUTIES NOT MENTIONED THAT ARE OF SIMILAR KIND OR LEVEL OF DIFFICULTY.

MINIMUM QUALIFICATIONS

Education:

High School diploma required. Preferred: Associate's degree from an accredited college or university with specialization in business, public administration or a related field.

Experience:

One or more years experience in the area(s) of office management, data collection, and referral services. Experience with MS Office products (Word, Excel, PowerPoint). Some program/project management experience preferred. Experience working with college students and persons from diverse backgrounds as well as experience working with parents and student guardians preferred.

Knowledge, Skills and Abilities:

Working knowledge of the following preferred:

- Engage student affairs software platform.
- Maxient student case management software platform.
- Banner.
- Student Tracking Advising Retention System student record system.
- University policies and procedures.

Strong problem solving skills.

Ability to communicate effectively with others.