**Family Engagement**

**Job Title:** Graduate Assistant

**Unit:** Student Transitions & Family Engagement (STFE)

**Reports to**: Director of New Student and Family Engagement

**Spring Hours:** 15-20 hours per week

**Summer Hours:** 25-40 hours per week

**Rate:** $20.00 per hour

**Start Date:** April 2025

**Nature of Work**

The graduate assistant serves in a multifaceted role, which is responsible for helping to shape the experience of families, guests, and support persons of CU Denver students.

The GA may also be asked to help support other STFE related functions on occasion.

**Professional Field**

* Higher education, Counseling, or related field

**Examples of Work Performed**

* Participate in and co-facilitate all New Student Orientation programs for families and guests
* Participate in supplemental sessions as needed (e.g. sessions on Financial Aid for families)
* Participate in extended orientation programs that serve families: socials, workshops, forums, etc.
* Support Student Transition & Family Engagement (STFE) programs as needed
* Maintain student confidentiality and abide by FERPA regulations
* Support Pre-Collegiate Programs by hosting family workshops on occasional Saturdays
* Support Pre-Collegiate Programs by conducting outreach and check-ins with families of PC students
* Support Pre-Collegiate Programs by tracking senior college placement
* Support Pre-Collegiate Programs by tracking students matriculating to CU Denver
* Provide support to student staff who work with STFE areas
* Assist in training program for student staff
* Manage Zoom logistics for family orientation sessions
* Coordinate, in collaboration with the STFE Business Services Coordinator, the family newsletter (monthly)
* Help manage/monitor the parent and family website, email, and Facebook groups
* Assist with outreach to families of admitted, new, and continuing students
* Assist with all family communications (e.g. outreach, event reminders, etc.)
* Coordinate monthly Family Advisory Board meetings
* Facilitate group discussions among incoming students, families, and support persons regarding student resources, program content, diversity and various other topics
* Provide information and connect students, families, and support persons to the appropriate CU Denver resources utilizing a superior customer service model
* Recommend, coordinate, and implement strategies that are designed to improve the family experience
* Track and report family program participation
* Coordinate focus groups of CU Denver students who are parents/guardians/support persons of others to best understand their needs
* Perform other duties as assigned

**Knowledge, Skills, and Abilities**

The ideal candidate would:

* Be well organized and detail oriented
* Be able to adapt quickly to change
* Have strong clerical, telephone, oral and written communication skills
* Be able to display empathy and exercise active listening
* Be able to network and create relationships with various campus and community constituents
* Be able to learn through critical reflection and feedback
* Be able to interpret the implications of others’ actions correctly
* Be able to enable others to succeed individually while accomplishing a collective  outcome
* Have comfort with ambiguity and openness to change
* Be imaginative in developing new concepts and improving existing services
* Be able to solve problems and make sound decisions
* Be able to relate well to students and families from diverse backgrounds
* Be able to manage multiple tasks concurrently
* Possess working knowledge of the structure, policies, and procedures of higher education institutions

**Minimum Requirements**

* Must be fully admitted to a graduate degree program at the University of Colorado Denver
* Maintain a minimum GPA of at least 3.0 or higher
* Demonstrated experience providing an enhanced level of customer service
* Must possess a positive attitude and willingness to collaborate with others in a fast-paced work environment
* Must be able to work a flexible schedule that includes some early morning, evening, and weekend hours
* Must be comfortable with public speaking

**Preferred Qualifications**

* Spanish Speaking (not required)
* Higher education or related customer service-based experience
* Experience working with student information systems (e.g., PeopleSoft, Banner, etc.)
* Experience working with diverse college student populations and families
* 2 years of experience working with students from diverse populations