



POSITION DESCRIPTION

Position Title: Senior Coordinator, Student Engagement

Department: Student Services

Employment Type: Full-time

POSITION SUMMARY

Reporting to the Director, Student Services (DSS), the Senior Coordinator, Student Engagement (SCSE) is accountable for the effective management, coordination, and continuity of new and ongoing Students' Union (SU) events and programming, including oversight of the SU Registered Clubs system.

The SCSE works with two full-time Coordinators, Student Organizations (Clubs), and up to six part-time student Program and Event Assistants. The incumbent advises and coaches elected officials and SU staff in accomplishing their mandate as it relates to fostering student engagement and a vibrant and inclusive student life on campus. The position oversees the SU's annual events program, advises the CSOs on SU registered club issues, and conducts research and analysis to better understand the needs and interests of undergraduate students. To support this work, the position seeks out and nurtures relationships and partnerships with university units and departments with similar goals.

KEY RESPONSIBILITIES

- Directs all aspects of engagement activities, including conceptualization and planning of events and programs, booking space, equipment, catering, and talent (speakers, bands, etc.), execution of on-site logistics, and conducting consistent debriefing and evaluation to support continuous improvement.
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- Directs all aspects of the Undergraduate Research Symposium, including abstract submission and vetting, solicitation of award donations, coordination of judges, and ensuring the symposium and awards reception run smoothly.
- Directs all aspects of the Teaching Excellence Awards, including soliciting student nominations, scheduling classroom visits, coordinating committee responsibilities, and ensuring the awards reception is executed effectively.
- Provides information and advice on club and SU operational and governance procedures to the CSOs, the Programs and Services Committee, and the VP Internal.
- Assists the Executive, elected officials, Program and Event Assistants, and department staff to articulate, plan, and implement events programming related to their portfolio responsibilities, and ensures all engagement activities align with SU policies and organizational priorities.
- Supports orientation and training sessions for elected officials as they transition into their roles.
- Supports the recruitment, hiring, training, supervision, and evaluation of the Coordinators, Student Organizations and Program and Event Assistants, and mentors and coaches them toward successful planning and execution of their responsibilities.
- Facilitates relationships with university administrators and units related to SU club coordination and SU events programming.
- Supports the Marketing and Communications Department with event marketing and communication planning, as required.
- Directs and implements the development of new programming, as required, including researching, budgeting, writing, and presenting proposals, conducting risk assessments, and guiding proposals through the SU administrative approval process.
- Ensures compliance with internal procedures and policies related to risk management for all events and SU club activities.
- Monitors expenditures related to programs and activities, ensures spending remains within budgetary guidelines, applies cost-saving techniques where possible, and reviews financial statements to confirm accurate monthly reporting.

- Contributes to Student Government and Executive budget development by providing accurate expense estimates.
- Assists with the creation and updating of operational policies related to SU Clubs administration, space, and event management.
- Performs other duties as assigned by the DSS.

LEADERSHIP

The SCSE provides formal leadership to the Coordinators, Student Organizations and Program and Event Assistants.

In this capacity, the SCSE ensures team objectives, performance measures, and development plans align with the SU's mandate and strategic direction. The position reviews and monitors the work of staff project leads to confirm departmental responsibilities are met and aligned with organizational goals and priorities. The SCSE acts as a coach and mentor to build skills, knowledge, and service capacity within the Student Engagement area of the Student Services department.

The SCSE also provides informal leadership to the Executive by offering coaching, mentoring, and training to support elected officials in achieving their events and student engagement objectives.

WORKING CONDITIONS

This position operates in a fast-paced environment for most of the academic year and manages multiple responsibilities with overlapping timelines. Approximately half of the work is office-based and includes research, planning, communication, and meetings. The remainder of the role involves on-site coordination of event logistics, both on and off campus, and may require work outside of regular business hours.

REQUIRED COMPETENCIES

- **Skilled Communicator:** Possesses strong written, verbal, and listening skills; clearly communicates complex information; demonstrates a transparent and concise communication style across varied settings.
- **Multi-task and Manage Priorities:** Balances multiple projects and competing stakeholder interests through prioritization and planning while responding to emerging issues.

- **Event Management:** Demonstrates the ability to design, implement, and evaluate events and programming that increase student engagement; differentiates among goals, objectives, activities, and outcomes; identifies required skills and knowledge for event staff training.
- **Problem Solving:** Assesses and mitigates short- and long-term risk; adapts plans as needed; applies critical thinking and conflict management skills.
- **Organizational Awareness:** Understands post-secondary institutions and their environments; works effectively through formal and informal channels; applies institutional culture and language appropriately; understands the context behind key policies and practices.
- **Team Leadership:** Leads, coaches, and manages a diverse team; resolves conflict; provides constructive feedback; supports morale and productivity through team-building, recognition, and professional development.
- **Mentorship:** Coaches and trains others; supports evidence-based decision-making; remains composed when managing competing ideas or requests.
- **Financial Management:** Demonstrates budgeting aptitude and financial literacy; understands and justifies budget decisions.

EDUCATION AND EXPERIENCE

Minimum Requirements: A university degree (preferably in communications/marketing, education, psychology, sociology, or a related field) with two years of relevant experience, or a diploma in event planning or management with a minimum of three years of relevant experience. An equivalent combination of education and experience will be considered.

Previous experience in professional event planning, program management, or supervision is preferred. Experience in a post-secondary or non-profit setting is an asset.