



Job Description

Department: New Student & Family Programs
Position Title: New & Returning Orientation Team Leader
Time Base: 3-5 hours per week during the semester; up to 30-40 hours per week during winter break and summer (starting on May 15th, 2026).

Position Reports to: NSFP Coordinator
Exempt or Non-Exempt: Non-Exempt

PURPOSE OF POSITION:

New and Returning Orientation Team Leaders play an essential role in supporting New Student & Family Programs (NSFP) and welcoming over 4,000 new first-year and transfer students and their families each year. They serve as mentors to new students and O-Team Leaders, support NSFP staff and the Senior Orientation Team Leader, and assist with Orientation, Weeks of Welcome, and other key university events. New and Returning Leaders demonstrate professionalism, teamwork, and strong communication skills while helping create a positive and inclusive transition experience for all incoming students

Position Requirements:

- Must be continuously enrolled at least half-time during the academic year. Undergraduate students (including credential students) must be continuously enrolled for a minimum of 6 units. Graduate students must be continuously enrolled for a minimum of 4 graduate level units.
- Maintain 2.5 cumulative GPA and remain in good standing with the University.
- Ability to lift up to 50 pounds and efficiently move event-related equipment and supplies.
- Availability to work during summer, evenings, and weekends as required.
- Attendance at all required training programs including but not limited to O-Team Retreat, required HR Trainings and Food Handlers, etc.
- Professionalism, punctuality, accountability, and the ability to serve as a positive role model.

Preferred Qualifications:

- Strong organizational, communication, and interpersonal skills.
- Experience mentoring or leading peers in student programs.
- Ability to adapt and problem-solve in fast paced environments.
- Prior involvement with Orientation (applies only to returning positions), Weeks of Welcome, or student leadership roles.
- Knowledge of CSUSM programs, services, staff, and campus resources.

Responsibilities include, but are not limited to

- Serve as a leader, role model, and mentor to returning and new O-Team Leaders
- Mentor 1–2 new O-Team Leaders throughout the season (applies only to returning positions)
- Assist with recruitment and selection of new O-Team Leaders (tabling, outreach, interviews)
- Support Orientation events through presentations, campus tours, small-group activities, and day-of logistics
- Provide logistical support for Weeks of Welcome, including Miiyu, Convocation, Move-In, Transfer Welcome Reception, Dive-In Movie, Cougar Question Mart, and Family Weekend
- Participate fully in all required O-Team trainings, meetings, and retreats
- Communicate effectively and provide excellent customer service to students, families, staff, and faculty
- Collaborate with the Graduate Assistant and NSFP staff as needed
- Represent CSUSM, NSFP, and the Dean of Students Office with professionalism
- Perform additional duties as assigned

Hourly Rate: Starting at \$16.90/hour