



Engagement Coordinator Job Description and Qualifications

The Office of Residence Life's priority is to cultivate **connected communities** where students **feel safe, supported, and engaged**. By promoting **wellness, personal growth, and academic success**, we prepare students to lead balanced lives grounded in **empathy, responsibility, and meaningful impact**.

The focus areas include:

1. Sense of belonging
2. Meaningful relationships
3. Validation
4. Use of campus resources
5. Early intervention

As such Engagement Coordinators will be responsible for:

1. Community Development through the Me, We, Us programming model
 - a. Community visibility
 - b. Social connection
 - c. Community connections
 - d. Departmental support
2. Peer Assistance
 - a. Recognize human differences and develop the capacity to listen and understand, to be flexible, and open-minded in responding to residents needs and concerns.
 - b. Utilize provided resources to have intentional and meaningful conversations with residents about their transition to CMU, academic habits, identity development, etc.
 - c. Encourage and assist individuals in finding their own solutions to issues.
 - d. Refer residents to departmental, campus, and community resources.
 - e. Maintain appropriate confidentiality with residents; inform the RHD of any concerns.
 - f. Maintain familiarity with the locations and operations of departmental, campus and community offices and organizations (e.g. Career Services, Student Employment Services, Office of Residence Life, etc.) and make referrals in conjunction with the RHD as appropriate.



3. Administrative Duties

- a. Assist in opening and closing of the building, verification of rosters, damage inventories, various reports and other duties as assigned.
- b. Complete reports, documentation and surveys in a timely, thorough and professional manner.
- c. Utilize the Office of Residence Life Blackboard shell as a resource for community development.

4. Health and Safety

- a. Become familiar with emergency response protocols; fire safety equipment, assist with drills, respond to alarms and follow all emergency response protocols.
- b. Encourage residents to make informed choices for the safety and well-being of self and others and role model this behavior.
- c. Be observant and report all safety hazards and maintenance concerns in a timely manner.
- d. Assist the RHD, CMU Police, etc. during emergency situations.

5. Residence Life Housing Policies and Guidelines

- a. Know, abide by and be consistent in enforcing rules and regulations pertaining to student behavior. Communicate rules and regulations to residents. Assist residents in developing methods of self-enforcement. [Housing Policies and Guidelines](#)
- b. Take appropriate action to protect the health, safety and rights of residents. Encourage residents to live productively among others, to assume responsibility for their actions and to understand their rights and responsibilities for living in a community.
- c. Assume on-call/duty responsibility according to the building schedule and remain on call as required.

6. Staff Relations and Development

- a. Provide the RHD with accurate and timely community and resident information via reports, documentation, one-on-one meetings, staff meetings, emails and other communication tools.
- b. Develop and promote a positive working relationship and effective communication within the staff team and among all individuals working in our communities.
- c. Complete all required training, including but not limited to: fall and winter staff training, in-building or area training, Campus Security Authority, etc.



- d. Utilize department provided online and other resources.
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7. Other duties as assigned – Each RHD and staff may discover needs within their building that are not addressed in this job description.

Additional Information:

- Employment is normally for the academic year; however, continued employment is subject to satisfactory performance. Individual evaluations of staff will be made during each semester by the RHD.
- Paraprofessional staff receive remuneration for the position in the form of “in kind wage” for their room and food. This “in-kind” support is classified by the U. S. Department of Education as a financial resource that reduces financial need. The amount of the paraprofessional remuneration will reduce CMU grant aid dollar for dollar. Additionally, CMU maintains a policy that CMU gift assistance (scholarships, grants and other “in-kind” remuneration) may not exceed the cost of attendance. Students should contact the Office of Scholarships and Financial Aid to determine what effect accepting a paraprofessional position will have on their award package.
- The University recognizes the value of reduced occupancy in paraprofessional staff rooms and will strive to achieve this whenever possible. It should be understood, however, that the capability to provide this option is based on building occupancy.
- Circumstances may arise that necessitate the transfer of paraprofessional staff within the Residence Life system. The Office of Residence Life reserves the right to re-assign paraprofessional staff to a community other than the one they were hired into on an as-needed basis.
- On-call schedules will vary according to the lifestyle of a particular building; however, all paraprofessional staff are allowed a maximum of 20 nights out of the building per semester. All Engagement Coordinators are on-call as required.
- Paraprofessional staff may be issued or have access to master keys, and loss or misuse of any key may be considered as cause for termination of employment.
- The University recognizes paraprofessionals as strong role models for all students. It is expected that paraprofessional staff present a positive attitude and example regarding responsible behavior and responsible alcohol use.

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