



OWL-Coordinator Job Description and Expectations

OWL = Ohio State Welcome Leader

Dates of Appointment:

OWL-C Training: Mon. 8/9 – Fri. 8/13 (synchronous and asynchronous) (times TBD)

OWL Program: These dates will depend on Move-In timeline and OWL responsibilities. (times TBD)

Job Description

OWL-Coordinators are student leaders who are familiar with campus, have a desire to help lead a small group of OWLs, and help build community among peers while training peers for duties for move-in. OWL-Cs will go through training for their role and then will help teach, train, and mentor their group of OWLs throughout the OWL program. The OWL program will have virtual aspects to it prior to Move-in and OWL-Cs will be asked to connect with their OWLs during the program. More details will be released as Move-in details are finalized.

- OWL-Coordinators report to Area Coordinators and communicate with them often.
- Act as guide/supervisor for OWLs throughout the program and Move-In.
- Train OWLs on Move-In procedures and answer any questions they may have.
- Ensure that all OWLs are accounted for during certain events.
- Act as liaisons between OWL Leadership and OWLs.

Expectations

Communication

- If there is an emergency, then call. If it can be discussed later, then send an email.
- Communicate all issues or concerns to the OWL Leadership in a timely manner (i.e. crises, emergencies, parent phone calls, and other issues as they arise).
- NEVER discuss a problem you have with another OWL team member to any other staff member, make fun of them, ridicule a policy, or do anything else that might undermine solidarity.
- Strive to continually assess how you are performing, identify any areas for improvement, and celebrate your successes.
- Keep OWL Leadership informed. We can help you navigate your specific job responsibilities when you are busy or overwhelmed – but you have to let us know.
- KEEP your NOTIFICATIONS ON and check your messages frequently so as to stay ahead of the game. Return messages in a timely fashion. You are responsible for keeping up to date with the information that is being sent to you.
- Realize that you live in a fishbowl at all times – what you do and what you say is always going to be seen or heard by someone. This carries with you off campus – be cognizant of what message your social media says about you.
- Provide your OWLs with a form of communication.

Administrative

- Submit all documentation and other paperwork in a timely manner.



- Be willing to help and support your fellow OWL-Coordinators and OWL Leadership as needed.
- Develop and maintain a positive relationship with all members of OWL Leadership.

Working with OWLs

- Promote the core values of Residence Life through your programs and interactions with OWL-Cs/OWLs (Community, Inclusion, Learning, and Wellness).
- Have fun with your OWLs, but always serve them from a position of a role model. Remember: Your OWLs are your peers, but it is important to set an appropriate example for them. Doing so will lead to a better community.
- ALWAYS maintain your sense of integrity and authenticity. If you lose this element to your character, you will lose your ability to form meaningful relationships with your OWLs.
- Follow up on areas of concern and confront inappropriate behaviors of OWLs. Be sure to consult and follow up with OWL Leadership.
- Be aware of campus resources, so that you can serve your OWLs effectively! If you are unsure of how to assist an OWL, consult with OWL Leadership – we will likely have an answer.
- Be aware of residence hall policies and encourage your OWLs to be aware of these as well.

Community Building

- Be a leader for the OWLs.
- Be there for OWLs both physically and emotionally. Go the extra mile to help them succeed. Care about them as more than just OWLs, but as whole people. However, remember that you cannot fix every problem your fellow OWL-Cs or OWLs will confront.
- Be supportive of your fellow OWL-Cs. Do not gossip!
- Work to develop a community that is respectful of its members.
- Be aware of the culture, current issues, and needs of OWL-Cs/OWLs. Knowing such information will enable you to build relationships with OWL-Cs/OWLs in a way that benefits their experience here at Ohio State!
- Make sure OWLs know who you are! Ensure they feel comfortable approaching you with any questions and concerns.

Miscellaneous

- Do not use your cell phone/technology during any session or meeting, unless specifically asked to.
- Stay engaged! If you are engaged in what we're doing, the OWLs are more likely to listen and be engaged as well.
- Be early to sessions. 5 minutes before is on time; on time is late; and late is unacceptable.
- Please let OWL Leadership know of any accommodations you may need.
- Do not wear clothing that has inappropriate or has offensive messages on them.
- Do not wear any other university apparel other than Ohio State apparel.
- Sensitize your language – do not use any words or phrases that may offend someone.
- Positivity is contagious! If you're happy and able to make the best of a situation, then those who are watching will be more likely to do the same.

