Welcome Centre Student Assistant
Position Description

Position Title: Welcome Centre Student Assistant
Department: Student & Enrollment Services
Hours: 30 hours per week
Length of Position: August 24 – September 9, 2020 (these dates are subject to change)
Compensation: $17.00/hour

The Welcome Centre is a pop-up office that is open to all UCalgary students who are new to Calgary. The Welcome Centre assists students by providing peer-advice about getting settled in a new city; specific areas of advising include: finding housing, accessing resources on and off-campus, connecting with peers through social programming and events, accessing city resources like public transit, locating convenient grocery stores and banks, and navigating Calgary culture.

The student staff team in the Welcome Centre works collaboratively to support new students and play a vital role in making the Welcome Centre feel like a safe and inclusive space for all students. In collaboration with other offices on campus, the Welcome Centre team also helps to run drop-in social events in the Welcome Centre space. The student staff team works together to ensure that all inquiries are answered in an efficient and timely manner and that students feel supported in all of their transition and adjustment needs.

SPECIFIC TASKS AND RESPONSIBILITIES
The Welcome Centre Student Assistant is integral to the success of the Welcome Centre and its goal to offer pre-orientation transition support services to students who are new-to-Calgary. This is a dynamic role that requires someone who enjoys talking to new people, helping students get settled in a new environment, and working collaboratively with other UCalgary staff and students to contribute to a positive first-year experience.

Welcome Centre Student Assistants must to be available to work full-time Monday-Friday during the time that the Welcome Centre is open. Welcome Centre staff will be required to work on a part-time basis during the first two days of class (Sept. 8 & 9). These days will be scheduled around each staff member’s class schedule.

Specific duties include, but are not limited to the following:
• Provide assistance to students before they arrive via email. Assist students in-person on a drop-in basis by providing one-on-one advising and identify when student questions require a referral to another campus office or staff member
• Participate in training on topics such as campus resources and services, city resources, presentation skills, and additional areas related to the position’s portfolio and Welcome Centre goals
• Assist and collaborate with offices across campus to run events and programming in the Welcome Centre
• Act as an ambassador for the University of Calgary by contributing to a positive atmosphere and ensuring that all students, staff, faculty, and community members who interact with the Welcome Centre and its staff have a positive and impactful experience
• Build awareness of the Welcome Centre and its services among students, faculty, and staff through social media posts on the Welcome Centre Facebook page, blog updates, and targeted outreach to
incoming students and campus community stakeholders

• Other duties as assigned

QUALIFICATIONS

• Completed at least one academic year at UCalgary and in good academic standing
• Able to work collaboratively with other Welcome Centre staff and International Student Services (ISS) staff
• Demonstrated professionalism, attention to detail and good judgment
• Demonstrated strong organizational, communication (written and verbal), customer service skills, and interpersonal skills
• Proficient in Microsoft Office applications (Word, Excel and PowerPoint) and experienced using social media platforms (Facebook)
• Knowledge of University of Calgary culture, policies, procedures, and operations and an understanding of the challenges and issues that new-to-Calgary students may encounter
• Knowledge of Calgary communities, transportation, amenities, and cultural centres is an asset
• In good standing with the Student Conduct Office

CONDUCT STATEMENT

This position requires students to be in good conduct standing for non-academic misconduct. Students who are not in good conduct standing have an active sanction of “Probation for Non-Academic Misconduct” that has been assigned through formal conduct proceedings per the Non-Academic Misconduct Policy. Students are informed in writing of the sanction by the Student Conduct Office. Note: Involvement in the Non-Academic Misconduct process does not automatically mean a student is not in good conduct standing; this applies only to those students who have been assigned the sanction of Probation for Non-Academic Misconduct. If you have been found responsible of a violation of the Non-Academic Misconduct Policy and you are unsure if you have received this sanction, please contact conduct@ucalgary.ca. Please note that in submitting your application, you are verifying that you are in good academic standing and consent to this being verified by the Student Conduct Office. Note that details of non-academic misconduct cases are not shared through this process.

APPLICATION PROCESS

Please complete applications online via CareerLink. Only candidates selected for an interview will be contacted. If you have any questions about this position, please email international.advice@ucalgary.ca

Deadline to Apply: Thursday, March 26, 2020
CareerLink Job ID: 64703
Interviews to take place: Week of April 6, 2020