International Student Services Volunteer Front Desk Peer Helper Position Description

**Position Title:** International Student Services Front Desk Volunteer  
**Department:** International Student Services (ISS)  
**Term:** Winter 2020  
**# of Positions:** 15  
**Time Requirement:** 2 hours weekly (must have the availability to work a two-hour shift between 10am-4pm, Monday through Friday) (volunteer shifts are not scheduled during Reading Breaks or final exams)  
**Length of Position:** Winter 2020 (with the possibility of extension into Fall 2020)

_This is a competitive student leadership volunteer opportunity open to all University of Calgary students._

**POSITION DESCRIPTION**

International Student Services (ISS) is an office that provides support and information to both incoming and current international students at UCalgary, as well as engagement opportunities for non-international students. Services that we provide include: immigration advising; transitional advising and support; trips and events; and mentorship and language sharing programs.

Our Peer Helper Volunteers are the first point-of-contact for students who enter the International Student Services office. Peer helpers offer peer advising to international students by answering questions and connecting students to the appropriate resources on and off-campus. Peer Helper volunteers also play an important role in the success of our ongoing programs and events by supporting Program Assistants in the development and implementation of these events.

**COMMITMENT:**

The time commitment of this position is on average 2-5 hours per week. Your hourly commitments include:
- A weekly two-hour shift providing peer advising at the front desk
- Attend mandatory monthly training session (2 hours)

**TASKS AND RESPONSIBILITIES:**

This position involves a weekly two-hour shift at the office front desk, providing peer advising and support to students, as well as supporting various activities and programs including:
- Assisting international students in locating appropriate resources and redirecting them to advisors when necessary
- Providing information on resources available on and off campus that may be useful for both international and domestic students
- Being a friendly and welcoming first point of contact for people walking into the office
- Encouraging participation in International Student Programs
- Providing a culturally responsive approach when helping students from diverse backgrounds
- Other duties as assigned
BENEFITS:
• Receive training and further develop key skills such as professionalism, public speaking, and working with diverse populations
• Develop communication, leadership and interpersonal skills
• Make a difference and directly impact your university experience and the experience of other students
• Be immersed within a diverse group of staff and students at the University of Calgary while gaining valuable professional experience
• Credit on your Co-Curricular Record
• Become part of the student Peer Helper community, which is a community of student volunteers who support the work in various offices across campus

QUALIFICATIONS:
• Able to work productively in a team. Demonstrated professionalism, maturity and good judgment;
• Excellent oral and written communication skills;
• In good academic standing;
• Proficiency in Microsoft Word, Excel and PowerPoint (or Pages and Keynote); and
• Have experience working with student groups.
• The Peer Helper Program is meant to enhance the student experience and supplement academic learning; all Peer Helpers must demonstrate their ability to balance their academics with their extracurricular commitments, and must be in good academic standing
• All Peer Helpers must be in good standing with the Office of Student Conduct

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 conduct 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.

Applications to be completed online:  https://survey.ucalgary.ca/jfe/form/SV_6nhBmVf2qQYqy1v

If you have any questions about this position, please email international.advice@ucalgary.ca

Application deadline is November 22, 2019.
Interviews for the position will take place between Nov. 27 – Dec. 13