



UNIVERSITY OF CALGARY

Position Title:	Global Learning Ambassador
Department:	University of Calgary International – Global Learning
Time Commitment:	2 to 4 hours per week
Number of Positions:	25
Length of Position:	September 2023 to April 2024 (Fall 2023 & Winter 2024 semesters)

APPLICATION PROCESS

Applications are submitted online through the Better Impact university volunteer management system, found at: <https://bttr.im/1fr4g>

The UCalgary Global Learning Ambassador position is an unpaid volunteer role. Participants who complete up to 20 hours per semester are eligible to add their experience to their Co-Curricular Record.

Application deadline is Sunday July 16, 2023 at 11:59pm MST

POSITION DESCRIPTION

The UCalgary Global Learning Ambassador Program is a volunteer program in which students use their experience to support prospective and current global learning participants, raise awareness and interest in global learning programs, and inspire their peers and prospective UCalgary students to engage in diverse cross-cultural learning experiences worldwide. Ambassadors will have the opportunity to enhance their own professional development through leadership and communication activities and trainings.

Global Learning Ambassadors are the first point-of-contact for students, whether it is at our MacKimmie Tower office or our new UCalgary International student space, soon to be in Science B. They assist UCalgary students and incoming exchange students by providing them with information and relevant resources, acting as peer advisors. They play an important role in the operation of our office by working as a part of our team to help organize and execute programs, projects and promotional events such as classroom visits, Go Global Day, the International Video & Photo Contests, and various other recruitment, engagement and cultural initiatives.

By serving as a Global Learning Ambassador, you will reflect on your own global learning experiences in a meaningful way while developing concrete skills to articulate the value of your global experiences in your personal, professional, and academic endeavours. You will also strengthen your leadership skills, gain tangible experiences for your resume, and expand your networks at UCalgary and beyond.

TASKS AND RESPONSIBILITIES

Ambassador responsibilities include:

- Assisting visitors to the UCalgary International – Global Learning office (students, staff, and faculty) and referring them to office staff or other resources as appropriate;
- Assisting students through Peer Advising; answering general inquiries about global learning programs, guiding students through the website, directing them to events and opportunities, and referring them to advisors as appropriate;
- Assisting incoming exchange students with general inquiries, providing resources and referring them to International Student Services or other staff or resources as appropriate;
- Participating in global learning promotional and outreach activities, such as classroom visits, poster distribution, global learning fairs and displays, International Photo and Video Contest preparation, , etc.;
- Being a friendly and welcoming first point of contact for students and others entering UCalgary International spaces and events;
- Support the implementation of student engagement activities, and learn to integrate your own global learning experiences when facilitating activities;
- Providing a culturally sensitive approach when helping students, faculty and staff;
- Attending monthly Ambassador meetings and training sessions;
- Monitor, collaborate and participate regularly in the Ambassador group chat on Microsoft Teams;
- Contributing to the development of the Global Learning Ambassador program by completing year-end surveys and evaluations; and
- Other duties as assigned.

A strong level of engagement and participation is expected. As with any volunteer opportunity, the more time and effort that you put into the Ambassador role, the more you will get out of it.

BENEFITS AND LEARNING OUTCOMES

- Receive training and experience while learning key skills such as professionalism, public speaking, project management, and working with diverse populations;
- Develop communication, marketing, event planning, public relations, leadership, and interpersonal skills;
- Develop other key workplace skills, such as the ability to prioritize tasks independently and take initiative to move through different tasks as completed;
- 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;
- Receive training from UCalgary International and collaborating offices on intercultural capacity skills and development;
- Investigate, examine, and explain student processes and communication, which will inform changes to UCalgary International's processes to improve the experience of future students;
- Build valuable networks by liaising with student and university groups;
- Receive recognition on your Co-Curricular Record, as well as an official certificate of participation;
- Become part of a vibrant Peer Helper community throughout offices across campus;
- Access to a shared, on-campus Ambassador touchdown space in the UCalgary International office.

EMPLOYABILITY SKILLS

As a result of volunteering in this role, students can expect to develop their employability skills in the following focus areas, as outlined by the Conference Board of Canada's Employability Skills:

- **Communication Skills:** Gain public speaking and presentation skills; write and speak so others pay attention and understand; and
- **Teamwork Skills:** Develop skills in understanding group dynamics, engaging in dialogue with others who approach learning, work and world issues differently, and event/project management; and
- **Personal Management Skills:** Learn how your strengths help you succeed, and how to be adaptable in different settings, be adaptable with the ability to carry out multiple tasks or projects. You will also have the opportunity to work on learning goals in this position using the SMART model.
- As a UCalgary Peer Helper you will also have the opportunity to work within a collaborative team environment, expand your network of students, faculty and staff, and have access to specific career development opportunities provided through the Peer Helper Program.

COMMITMENT

- This position runs from September to April, following the academic calendar (Fall 2023 & Winter 2024 semesters)
- Minimum 20 hours per semester: an average of 2 to 4 hours/week, with opportunities for greater contributions as available or desired. This includes:
 - A weekly 2-hour volunteer shift at the UCalgary International front desk
 - Participation in peer advising, classroom visits, and other promotional and engagement activities
- Must be available in August to attend onboarding training:
 - Tuesday August 29 (2:00-4:00 pm)
 - Thursday August 31 (2:00-4:00 pm)
- Must be available for monthly Ambassador training:
 - Tuesday November 7 (4:00-6:00 pm)
 - Tuesday December 5 (4:00-6:00 pm)
 - Tuesday January 9 (4:00-6:00 pm)
 - Tuesday February 6 (4:00-6:00 pm)
 - Tuesday March 5 (4:00-6:00 pm)
 - Tuesday April 2 (4:00-6:00 pm)
- Log hours contributed on a weekly basis
- Work as a team with other Ambassadors, Global Learning Program Assistants, and UCalgary International staff

QUALIFICATIONS

- Must be a current University of Calgary student in good academic standing: either a degree-seeking student at UCalgary, or an incoming exchange student from a partner university
- Global Learning experience through a UCalgary International Exchange, Group Study Program, or other global learning program is an asset
- Reliability and accountability for overall responsibilities and timely correspondence with staff members and fellow Ambassadors

- Able to work productively in a team while demonstrating professionalism, maturity, good judgment, and sensitivity to the different needs of various groups of students
- Ability to commit hours needed to fully participate in Ambassador responsibilities
- Excellent oral and written communication skills, as well as public speaking skills (or a willingness to develop these skills), is an asset

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.

Reminder: The application deadline is Sunday July 16, 2023 at 11:59pm MST

To apply, please submit an online application using the link at the top of the first page. All applicants will be contacted following the deadline and invited to a short group interview.

If you have any questions about this position, do not hesitate to reach out to study.abroad@ucalgary.ca