

Student Experience Office Employment Opportunity

Position:	First Year Foundations (FYF) Student Assistant
Term:	May 6 – July 19, 2024, 15-20 hours/week Evening and weekend hours may be required.
Remuneration:	\$16.55/hour (<i>plus 4% vacation pay</i>)

First Year Foundations, Student Assistant

Position Description

Background:

The Student Experience Office (SEO) at Queen's aims to prepare and support students to achieve their personal, social, and academic goals and their professional and community aspirations. The SEO supports co-curricular learning and development by offering programs and services to orient students to university life, support their successful transitions into and through university, and encourage their leadership development and community engagement.

Job Summary:

The First Year Foundations, Student Assistant will report to the Coordinator, Student & Transition Programs in the Student Experience Office. The First Year Foundations Student Assistant will support the programs and initiatives within the First Year Foundations programming portfolio including but not limited to Summer Orientation of Academics and Resources (SOAR), QSuccess and Fall Orientation initiatives. The First Year Foundations Student Assistant will develop and maintain partnerships within the First Year Foundations team and support the administrative needs of the First Year Foundations programs as they align with the goals of the Student Experience Office.

Key Duties:

1. FYF Administration & Student Transition Support

- a. Respond to phone calls and visitors, monitor and respond to the departmental email, provide triage and recommend resources as required;
- b. Regular oversight and support of the SOAR registration platform (Exware), including but not limited to: facilitating registration changes and cancellations;
- c. Communicate with incoming students, families and supporters, in consultation with the FYF team, on matters pertaining to First Year Foundations programming;

- d. Support the FYF Student Leads as required;
- e. Attend meetings, one on ones, and other meetings as appropriate;
- f. Perform administrative tasks such as minute taking, data entry and Planner management;
- g. Assist in the distribution and tracking of resources and other materials.

2. Event Support

- a. Support the logistics of events, including coordinating event logistics, sending meeting requests, creating zoom invitations etc.;
- b. Support the FYF Summer Webinar series by managing registration and providing day of support at the event if required;
- c. Represent the Student Experience Office at information fairs and other events as required.

Skills Required:

- Proficient computer and office skills, including a strong knowledge of Microsoft Office products (Word, Power Point, Excel);
- Excellent interpersonal and communications skills (both verbal and written) to deal with a wide variety of individuals in a professional manner and to provide clear and accurate information, using good judgement;
- Demonstrated commitment to equity, diversity, and inclusivity. Skill in interacting with persons of diverse backgrounds.
- Problem-solving skills, analytical skills and good judgement in order to make the most of information at hand;
- Ability to balance competing priorities, requiring quick and appropriate decision-making skills;
- Strong organizational and time-management skills;
- Ability to interpret and articulate guidelines and procedures;
- Ability to take initiative and responsibility with excellent attention to detail;
- Ability to work independently and in a team environment;

Eligibility

- Be a registered Queen's student and remain in good academic standing for the duration of their work term;
- Must be eligible for Work Study;
- Be legally entitled to work in Canada; International students must hold a valid study permit;
- Submit a satisfactory Canadian Police Information Check (CPIC) and Vulnerable Sector Check within 2 weeks of beginning the work term. They will be responsible to maintain a clean CPIC and Vulnerable Sector Check for the duration of their employment.

Time Commitment

- This role will be expected to work primarily from the office on-campus for the duration of the contract with flexible remote work options available;
- Weekly hours are outlined below:
 - May 6 – July 19, 2024
 - An average of 15-20 hours per week, with occasional weekend and evening hours
- The First Year Foundations Student Assistant will be asked to establish office hours with supervisor at the beginning of the employment period.

Remuneration: \$16.55/hour (*plus 4% vacation pay*)

Application Instructions

Applications are due **Sunday, March 31st, 2024, at 11:59pm.**

To apply, please email a cover letter and resume to hanna.knowles@queensu.ca. Please also include proof of your Work Study entitlement. This is a Work Study position, so only Work Study qualified individuals will be invited to an interview.

Questions can be directed to Hanna Knowles, Student & Transition Programs Coordinator at hanna.knowles@queensu.ca.

We thank you for your application. Only those individuals who are selected for an interview will be contacted.

We are committed to employment equity and diversity in the workplace and welcome applications from individuals from equity seeking groups such as women, racialized/visible minorities, Indigenous/Aboriginal peoples, persons with a disability, persons who identify in the LGBTQ2S+ community and others who reflect the diversity of Canadian society.