Student Experience Office
Employment Opportunity

Position: Student Lead, Online Programs

Term:
March 2022 – August 26, 2022

Academic year – 10 hours/week
Summer – 35 hours/week (in-person)

Evening and weekend hours may be required.

Remuneration: $15.60 (Hourly rate is inclusive of 4% vacation pay)

Student Lead, Online Programs
Position Description

Background
The Student Experience Office (SEO) in the Division of Student Affairs at Queen's offers programs and services to orient students to university life, to support their successful transitions into and through university, and to encourage leadership development, student engagement, and co-curricular involvement while at Queen's. Our goal is to support a holistic student experience that prepares students to achieve not only their personal, social, and academic goals, but also their professional and community aspirations.

Job Summary
Reporting to the Coordinator, Student & Transition Programs, the Student Lead, Online Programs will focus on supporting student transition at Queen’s University, primarily by supporting the planning and implementation of online programming, including webinars, Instagram lives, and virtual socials. The position will also support the planning, implementing, and monitoring of an online, social engagement platform for incoming students. Supporting the implementation of SOAR and other in-person programming may also be required. This is a part-time position for the winter academic semester, and a full-time position for the summer. The position will require the incumbent to work in-person, in the SEO Office as long as KFL&A Public Health and Queen’s COVID guidelines allow.

Key Duties

1. Program Development
   - Liaise and build relationships with campus stakeholders who give input into the design of programs or provide program support. This includes faculty members, upper-year students, department support staff, and various Student Affairs units such as Residence Life, Health Promotion, Event Services, Career Services, Learning Strategies, and BISC Student Services.
   - Help build and deliver online program activities
   - Assist in the development of program schedules
   - Work with campus partners to guide session content and objectives
• Ensure all programming is inclusive and accessible, and meets the diverse needs of the incoming class

2. Event Planning
• Assist in planning the logistics of summer online programming, including scheduling webinars and meetings, coordinating event logistics, and booking guests and speakers
• Create and complete event runs, volunteer responsibilities, event planning forms, and other documents required to ensure events run smoothly.
• Coordinate event registration, including updating the event registration system, monitoring registration numbers, and communicating with registrants/speakers
• Create and execute work plans
• Support the SOAR Student Lead with in-person, on-campus SOAR programming as needed
• Support other in-person programming as needed

3. Communication
• Implement a comprehensive marketing and promotions strategy, including electronic communications (e.g., website, social media, emails) in collaboration with Marketing & Communications and other SEO staff members.
• Update and maintain the program website with the most recent information.
• Update and maintain Rafr (social communication platform for first-year students), including making posts to engage and notify students of programming and answer questions and comments
• Participate in the development and implementation of social media campaigns aimed at connecting and engaging incoming first year students.
• Ensure all stakeholders are kept up to date on the progress of summer online programs, and any other details relevant to them.
• Act as the main contact for students and guests who have questions about the programs.

4. Leadership
• Support the hiring of short-term Peer Ambassadors, and assist in the development of training sessions
• Develop resource materials for staff and volunteers as needed
• Be a role model by upholding community standards during programming and events as a representative of the Student Experience Office and addressing any disruptive, disrespectful and/or inappropriate behaviour.
• Engage in ongoing professional development
• Develop and deliver training sessions for peers
• Review research and best practices related to inclusive, diverse, and accessible student life programs.

5. Support First-Year Student Transition to Queen’s
• Be knowledgeable of campus and community resources (including academic, social, safety, health, and others), and able to refer others when appropriate.
• Review research and best practices related to orientation and transition programs.

6. Departmental Administration
• Attend staff meetings, one on ones, and other meetings as appropriate
• Provide administrative and programming support to the SEO as needed.
• Complete verbal and written reports in a timely manner
• Write program reports following the completion of events and activities, including analyzing feedback and making recommendations for future years.
• Additional duties as assigned

Skills Required
The Student Lead, Online Programs must:
• Have experience planning and implementing large projects or large-scale events
• Be knowledgeable about the experiences of new students and the transition supports available; previous experience working with programming for new students an asset (e.g. don, peer mentor, involvement in leading orientation activities)
• Be able to build engaging and informative online modules on onQ
• Be familiar with Zoom and other webinar/meeting-based tools
• Have previous experience leading online programming (facilitating webinars/socials)
• Be familiar and comfortable navigating Instagram, including facilitating Instagram Lives
• Role modeling appropriate behaviours during programming
• Be able to work independently and on a team with excellent interpersonal skills
• Demonstrate strong project management and event planning skills, including mapping out complicated project plans, setting priorities, and meeting deadlines.
• Have highly developed technical skills and be knowledgeable in computer software programs such as Word, Excel, PowerPoint, etc.
• Be able to exercise good judgment and sound reasoning
• Demonstrate decision-making and creative problem-solving skills
• Have strong oral and written communication skills
• Be comfortable speaking to a large audience
• Demonstrate intercultural competence and knowledge of equity, diversity, and inclusion principles

Eligibility
The Student Lead, Online Programs must:
• Be a registered Queen’s undergraduate student and remain in good academic standing for the duration of their work term.
• 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 from the office in Kingston for the duration of the contract. Remote arrangements will only be given if implemented by KFL&A Public Health and Queen’s guidance.
• The work term will be March 2022 – August 2022, weekly hours are outlined below:
  o March 2022-April 2022
- Up to 10 hours per week, with occasional weekend and evening hours
- Hours will not be assigned during Exam Periods, or Reading Week
  - May 2022-August 2022
  - 35 hours per week, with occasional weekend and evening hours, including SOAR dates (potential SOAR dates are July 9-10, 16-17, 22-23)
  - Potential to extend to September 11, 2022
- The Student Lead, Online Programs will be asked to establish office hours with supervisors at the beginning of the employment period.

**Remuneration**: $15.60 (hourly rate is inclusive of 4% vacation pay)

**Application Instructions**
Please email your Cover Letter and Resume (in one PDF document, Word documents will not be accepted) to Hanna Knowles at hanna.knowles@queensu.ca. The subject heading must be: “Student Lead, Online Programs 2022 application”

If you have any questions or issue with the application, please email Hanna Knowles at hanna.knowles@queensu.ca

**Applications are due January 23, 2022, at 11:59pm**
Interviews will be on January 26 and 28, 2022

*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.*