Student Assistant, Orientation & Transition

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:
The Student Assistant, Orientation & Transition will report to the Coordinator, Orientation & Transition in the Student Experience Office. The Student Assistant, Orientation & Transition will support the programs and initiatives within the Orientation & Transition portfolio including but not limited to University Orientation and BISC Mentorship program. The Student Assistant, Orientation & Transition will develop and maintain partnerships within the Division of Student Affairs and across campus in planning and delivering programming that aligns with the goals of the Student Experience Office.

Key Duties:

1. Event Planning
   a. Assist in planning the logistics of events, including securing venues/event sites, coordinating event logistics, arranging A/V and equipment, and preparing catering orders.
   b. Create and complete event runs, event layouts, volunteer responsibilities, event-planning forms, and other documents required to ensure events run smoothly.
   c. Create and execute work plans.
   d. Ensure all programming is inclusive and accessible, and meets the diverse needs of the incoming class
   e. At discretion of the Coordinator, Orientation & Transition, liaise with various stakeholders, including Event Services, Housing & Hospitality, Student Constables, Queen’s First Aid, Residence Society, Orientation Roundtable, faculty societies and committees, as well as other campus and community partners to meet program needs.
   f. Assist in the collection and analysis of event and programming assessments

2. Leadership
   a. Oversee the Orientation Volunteer program, including recruitment, selection, training and scheduling of all volunteers.
   b. Create recruitment materials and participate in the hiring of volunteers.
   c. Assist with the development and delivery training sessions for student staff and volunteers

3. Support Student Transition
   a. Be knowledgeable of campus and community resources (including academic, social, safety, health, and others), and able to refer others when appropriate.
   b. Review, research and best practices related to inclusive, diverse and accessible
orientation and transition programs.

4. Promotions
   a. Support the implementation of marketing and promotional plans, including print and electronic communications (e.g. posters, website, social media, brochures, handouts)
   b. Participate in the development and implementation of social media campaigns aimed at connecting and engaging students, faculty and staff
   c. Ensure all stakeholders are kept up to date on the progress of events relevant to them
   d. Represent the Student Experience Office at information fairs and other events as required
   e. Act as a contact for students, faculty and staff who have questions about events and programming

5. Departmental Administration
   a. Attend staff meetings, one on ones, and other meetings as appropriate
   b. Perform administrative tasks such as data entry and filing
   c. Assist in the distribution and tracking of resources and other materials
   d. Complete verbal and written reports in a timely manner
   e. Write program reports following the completion of events and activities, including analyzing feedback and making recommendations for future years
   f. Participate in ongoing professional development
   g. Perform other duties as assigned

Skills Required:
The Student Assistant, Orientation & Transition must:
- Have experience planning and implementing large projects or large-scale events
- Have knowledge about the experiences of new students and the transition supports available; experience working with programming for new students an asset (e.g. Don, peer mentor, orientation leader/volunteer)
- Be able to work independently, and on a team with excellent interpersonal skills
- Possess strong project management and event planning skills, including mapping out complicated project plans, setting priorities, and meeting deadlines.
- Be able to exercise good judgment and sound reasoning
- Have highly developed technical skills and be knowledgeable in computer software programs such as Word, Excel, PowerPoint, etc.
- Demonstrate decision-making and creative problem-solving skills
- Have strong oral and written communication skills
- Be familiar with social media and other promotional tools
- Demonstrate intercultural competence and a knowledge of equity, diversity and inclusion principles.

Eligibility
The Student Assistant, Orientation & Transition must:
- Be a registered Queen’s 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 in this role.

**Time Commitment**

- The work term will be November 2019 to September 2020, weekly hours are different during the Academic Year and Summer, outlined below:
  - November 2019 – April 2020
    - Up to 10 hours per week, with occasional weekend and evening hours
    - Hours will not be assigned during Exam Periods, or Reading Week
  - May 2020 - August 2020
    - 35 hours per week, with occasional weekend and evening hours, including Orientation Week (Aug 29- S)
  - September 2020
    - Up to 10 hours per week, with occasional weekend and evening hours.

- The Student Assistant, Orientation & Transition will be asked to establish office hours with supervisor at the beginning of the employment period.

**Remuneration:** $14.60/hour

**Application Instructions:**

To apply, please submit a cover letter and resume in one document to melissa.burke@queensu.ca with subject line “Student Assistant, Orientation & Transition”.

Questions can be directed to Melissa Burke, Coordinator, Orientation & Transition, via email at melissa.burke@queensu.ca

Applications are due September 29, 2019 at 11:59pm

*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.*