

Student Life and Success is a dynamic department offering programming and services that support student success both academically and outside the classroom.

As part of Student Life and Success, A-Z Learning Services provides a variety of academic supports available for all Brock students to support their success. Supports include on-campus and on-line peer-led academic drop-in, workshops and tutoring as well as instructor-led faculty-request skills workshops, skill development non-credit courses, and special events such as Night Against Procrastination, Resilience and Opportunity Conference, First Generation Trailblazer Conference, and Transfer Connect and Success.

At the core of our department are its people. We thrive on student-driven innovation and on collaborative teamwork between our student leaders and the professional staff.

Job Title:	A-Z Learning Services Assistant
# of Positions:	2 positions
Start / End Date:	September 1, 2021 - April 2022 <i>(end date may vary, typically last date of Winter classes)</i>
Training:	September 1 - September 3 (21 hours, paid) This is a mandatory condition of employment
Hours of Work:	9 hours/week plus 1 hour bi-weekly staff meetings, while classes are in session Flexible hours, including evenings and weekends will be required.
Hourly Rate:	\$14.25
Eligibility:	Must be a current Brock student with a minimum overall average of 65% and legally able to work in Canada

Position Summary

Reporting to the A-Z Learning Services, Curriculum Development Specialist, the A-Z Learning Services Assistant will support the administration of A-Z Learning Services on-line and on-campus workshops, drop-in, and tutoring by providing front-line service in the Student Success Centre and/or front-line reception for online services as well as assisting in related tasks including tracking attendance, data entry, reviewing event descriptions, materials, and links, and processing tutor payments.

Every Student Life and Success team member will take on the leadership role with various projects and events and will contribute to most events and programming, while also providing team assistance and being flexible as time allows in their workload.

Duties and Responsibilities

1. Service Administration and Support

- a) Assist in the overall administration of tutoring, workshops, drop-in, events, and programs such as BU101, both in-person on campus and on-line.
- b) Enter and review service events in ExperienceBU, ensuring that details and links are accurate.
- c) Track attendance and program completion and upload data into designated locations in ExperienceBU, SharePoint, and/or Outlook.
- d) Review and distribute session materials (print or email).
- e) Assist in generated data reports to guide outreach, while also ensuring interactions are tracked.

- f) Liaise with Office Coordinator and Tutor Coordinator to report on tutor appointments, payments, or issues to ensure Tutor Program runs smoothly.

2. Programming and Team Support

- a) Promote A-Z Learning Services supports and events through our social media channels, in partnership with Student Life and Success, to help connect students and teaching faculty to our programs, events and activities, as well as other academic resources.
- b) Participate in bi-weekly team meetings
- c) Additional programming/project requirements will be determined by the Student Life and Success Management Team.

3. Customer Service

- a) Provide front-line service in the Student Success Centre, including responding to phone calls, emails, walk-in visitors thoroughly and promptly, and administration of the Tutor Services, including processing payments and maintaining appropriate records and logs.
- b) Provide front-line service for online drop-in, workshops, or tutoring sessions by greeting attendees, providing technical assistance and linking them to the appropriate service.
- c) Provide a welcoming and resourceful presence for a diverse student body and encouraging and facilitating engagement in student life at Brock University.
- d) Help to build a community in the Student Success Centre by helping to form relationships and connections among students, faculty and the general Brock community.

4. Other duties as assigned

Additional Information - COVID-19

- Depending on Brock University operational announcements due to COVID-19, this position may be a virtual role for a portion of the contract. This means all communication, student support, and activities will be conducted using a variety of online tools.
- If operating virtually, student staff will be required to complete their work hours remotely.
- Student capacity in time management, adaptability, and collaboration as well as student experience and comfortability with digital communications (e.g., video, social media) is an asset.

Required Skills & Qualifications

- Data entry or administrative experience an asset
- Experience using MS Office Suite (specifically Excel) for data entry and Teams to support online delivery
- Attention to detail and strong systems thinking required
- Strong organization skills
- Excellent judgment and decision-making skills
- Demonstrated communication skills
- Positive and enthusiastic attitude
- Ability to work independently and as part of a team
- Exceptional customer service

Learning Outcomes

This position is designed to provide experience and skills development; by the end of their position, student staff will be expected to know, understand, and demonstrate the following learning outcome domains:

- Administration: gain experience with data entry and enhance attention to detail and organization skills.
- Project Management: gain experience leading projects and delivering quality initiatives in suitable timeframes.
- Communication: enhance communication skills and the ability to relate with others.
- Teamwork & Collaboration: gain experience working as part of a team.
- Leadership: gain a sense of self-awareness and demonstrate an understanding of their leadership ability.

Additional Benefits

- Training, skills-development, and knowledge building in areas such as project management, event planning, communication, and leadership
- Access to social networks, lots of cool people and ideas
- A chance to work on special projects that catalyze the extraordinary potential of our dynamic Brock community
- Costs covered for the Foundations in Leadership Professional Development Series (Bronze, Silver, Gold or Platinum)