

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, Student Life provides opportunities for everyone in the Brock community to be active and engaged at Brock and within its surrounding communities. We offer programs and services that support campus involvement, leadership development, community engagement, off-campus living and so much more.

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.

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| Job Title: | ExperienceBU Assistant |
| # of Positions: | 2 |
| Duration: | September 2021 - April 2022 |
| Start Date: | September 1, 2021 |
| 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

The ExperienceBU Assistants will support the administration of the ExperienceBU involvement portal and the Campus-Wide Co-Curriculum (CWC). The Assistant will help to maintain an accurate, quality system by reviewing events and organization pages in the system for accuracy and quality. The ExperienceBU Assistant will follow-up with both students and on-campus groups for event attendance tracking purposes and perform data entry and logging tasks regularly. The ExperienceBU Assistant will also support marketing and promotional efforts of the ExperienceBU platform and the Campus-Wide Co-Curriculum (CWC).

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. ExperienceBU Administration and Support

- a) Assist in the overall administration of the ExperienceBU involvement portal and the CWC, including but not limited to uploading event information and attendance; reviewing and linking events to the CWC; reviewing self-reported experiences; and reviewing pages for accuracy and quality.
- b) Use generated data reports to guide outreach and follow-ups with on campus groups, while also ensuring interactions are tracked.
- c) Review student self-reported experiences in the CWC to ensure proper validation and credit.
- d) Utilize ExperienceBU database to perform data entry tasks focused on attendance tracking and connecting events to the CWC.

2. Programming and Team Support

- a) Promote ExperienceBU and the Campus-Wide Co-Curriculum at Student Life events and through our social media channels and help connect students and student organizations to our programs, events, and activities, as well as other campus and community resources.
- b) Deliver ExperienceBU and Campus-Wide Co-Curriculum (CWC) information sessions and training sessions for students, virtually and/or in person, to support students with their involvement outside the classroom.
- c) Participate in bi-weekly team meetings.
- d) Additional programming/project requirements will be determined by the Student Life and Community Experience Management Team.

3. Customer Service

- a) Provide a welcoming and resourceful presence for a diverse student body and encouraging and facilitating engagement in student life at Brock University.
- b) Help to build a community by forming 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
- Attention to detail and strong systems thinking required
- Strong organization skills
- Excellent judgment and decision-making skills
- Demonstrated communication and presentation skills
- Positive and enthusiastic attitude
- Ability to work independently and as part of a team
- Exceptional customer service skills
- Facilitation and presentation skills

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.
- Facilitation: develop strong public speaking and facilitation skills through delivering events and sessions.

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)