

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

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:	Services and Supports Assistant
# of Positions:	2 Fall/Winter positions
Start Date:	September 5, 2023
End Date:	April 2024 (<i>end date may vary, typically last date of Winter classes</i>)
Hours of Work:	Two evening shifts per week, Monday - Thursday*, from 4:15 p.m. - 8:15 p.m. plus, alternating Saturdays from 11 a.m. - 3 p.m. Additional flexible hours may be required. <i>* days of the week will be scheduled based on all staff availability.</i>
Hourly Rate:	\$15.50
Eligibility:	Must be a current Brock student with a minimum overall average of 65% and legally able to work in Canada

Position Summary

The Services and Supports Assistant is responsible providing operational and administrative assistance for various Student Life and Success programs and systems, while providing front line services and support in the Success Centre on evenings and weekends.

The Assistant will support the administration of Student Life and Success online and on-campus workshops, drop-in, and tutoring by assisting in related tasks including tracking attendance, data entry, reviewing event descriptions, materials, and links as well as providing tutor-service assistance.

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

Every Student Life and Success team member will support and contribute to various projects and events, while also providing team assistance and being flexible as time allows in their workload.

Duties and Responsibilities

1. Service Support

- a) Provide front-line service in the Success Centre on evenings and Saturdays, including responding to phone calls, emails, walk-in visitors thoroughly and promptly, and administration of the promotions policy, including maintaining appropriate records and logs
- b) Provide online support for online drop-in, workshops, or tutoring sessions by providing technical assistance and linking them to the appropriate service.
- c) Provide a welcoming and resourceful presence for a diverse student body and encourage and facilitate engagement in student life at Brock University.

- d) Responsible for opening and closing the Success Centre on evenings and weekends; monitoring the use of the space and supporting tutors, students and clients as needed.

2. Program Support and Tracking

- a) Assist in the overall administration of tutoring, workshops, drop-in, events, and programs such as BU101, both in-person on campus and online.
- b) 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; and reviewing pages for accuracy and quality.
- c) Enter, review and track attendance for Student Life and Success events in ExperienceBU, ensuring that details and links are accurate;
- d) Support with attendance tracking and reports, including tracking program completion and uploading data into designated locations in ExperienceBU, SharePoint, and/or Outlook.
- e) Assist in generating data reports to guide outreach, while also ensuring interactions are tracked.

3. Campus Promotions and social media support

- a) Maintain all campus bulletin boards, approximately 30 boards and 9 banner boxes, and administer the Campus Promotions Procedures, including maintaining appropriate records and log.
- b) Conduct weekly poster and banner rounds, removing expired items and reviewing all locations for violations and tidiness.
- c) Work to create new and innovative marketing strategies/campaigns to increase awareness of Student Life and Success supports and opportunities, with a particular focus on student success and Learning Services campaigns

4. Programming and Team Support

- a) Work to connect students and student organizations to our programs, events and activities, as well as other campus and community resources. This includes promoting ExperienceBU and the Campus-Wide Co-Curriculum.
- b) Participate in bi-weekly team meetings
- c) Additional programming/project requirements will be determined by the Student Life and Success Management Team.

5. Other duties as assigned

Required Skills & Qualifications

- 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.
- 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 skills

Brock University recently paused its COVID-19 vaccination and mask requirement although masks are still required in instructional spaces. This decision is subject to change on short notice should the public health situation require it. If the University once again requires all employees working on campus and/or in-person with other employees, students, or members of the public to provide proof that they are fully vaccinated against COVID-19, you will be required to submit proof of vaccination. Those who meet specific and limited medical or human rights accommodation criteria may be required to participate in rapid antigen testing and enhanced screening protocols.

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: data entry and enhance attention to detail and organization skills.
- 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)

Brock University is actively committed to diversity and the principles of Employment Equity and invites applications from all qualified candidates. Women, Aboriginal peoples including those who identify as members of First Nations, Inuit and Métis Peoples, members of visible minorities and racialized groups, people with disabilities, and lesbian, gay, bisexual, transgender, and queer (LGBTQ) persons are encouraged to apply.

We will accommodate the needs of the applicants and the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the selection process, as outlined in the Employee Accommodation Policy <https://brocku.ca/policies/wp-content/uploads/sites/94/Employee-Accommodation-Policy.pdf>.

Please advise nfinstad@brocku.ca to ensure your accessibility needs are accommodated through the hiring process. Information received relating to accommodation measures will be addressed confidentially.

We appreciate all applications received; however, only candidates selected for an interview will be contacted.