

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 provided 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.

Job Title:	Social Media Assistant
# of Positions:	1
Start Date:	September 1, 2023
End Date:	April 2024 <i>(end date may vary, typically last date of Winter classes)</i>
Training:	Asynchronous training modules to be completed between August 18, 2023, and September 3, 2023. Mandatory in-person training on Sunday, September 3, 2023. 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:	\$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

Under the guidance of the Marketing and Media Design Coordinator, the Social Media Assistant will work to create new and innovative social content highlighting Student Life and Success initiatives, with a focus on telling the Student Life and Success ‘story’.

The Social Media Assistant will provide a student perspective, maintain the student voice, and operate as the “face” of Student Life and Success in physical and online platforms.

Every Student Life and Success team member will support with 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. Social Media Planning and Development

- a) Work to create new and innovative social content to increase awareness of Student Life and Success programs, supports and opportunities, with a focus on telling the Student Life ‘story’.
- b) Provide the student perspective and operate as the “face” of Student Life and Success in physical and online platforms by personifying and championing our related programs, services, and events, and showcasing the Brock experience.
- c) Work closely with Student Life and Success staff to create and implement social media content plans related to our programs, services, and events.

- d) Assist in the development of strategies and content to increase followership and engagement.
- e) Remain attentive to events and activities taking place at Brock and in the community to cross-promote events hosted by others that support students' success and the student experience.

2. Social Media Administration

- a) Assist with administering social media channels during key time periods, including Facebook, Twitter and Instagram
- b) Respond to comments or questions on the social media channels in a timely and professional manner.
- c) Monitor student conversations on social media and join conversations where appropriate.
- d) Attend weekly meetings to coordinate efforts and ensure a variety of events and initiatives are covered.

3. Programming and Team Support

- a) Work with teams to create and deliver well-rounded events and opportunities to support students
- b) 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 and providing co-curricular advising for students.
- c) Participate in bi-weekly team meetings
- d) Additional programming/project requirements will be determined by the Student Life and Success Management Team.

4. 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 helping to form relationships and connections among students, faculty, and the general Brock community.

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.
- Strong functional knowledge of social media principles, practices, and the desire to apply that knowledge in a professional environment.
- Solid understanding of department's mission, vision, values and branding
- Ability to learn and adhere to university brand standards and department marketing practices.
- Excellent written and oral communication skills.
- Ability to work well and quickly under pressure both individually and as a part of a team.
- Creativity and innovative thinking skills
- Positive and enthusiastic attitude
- Strong organization and coordination 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:

- 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)

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.