York International

Job Title: Student Coordinator, Welcome & Reception
Position Start Date: May 2020
Position End Date: August 2020
Hours per Week: 20
Hourly Wage: $15
Position Type: Work/Study
Number of Positions: 2

**Position notes:**

1. This role is pending Work Study funding approval.
2. Mandatory training will take place on one day between April 3-10.

Job Description:

York International, under the Division of Students portfolio, is a central source of international student support and global engagement at York University. The Student Coordinator, Welcome & Reception will act as the student lead for the front desk delivery of York International's programs and services by welcoming and assisting guests and directing them to the relevant full-time staff when required. They will also assist with outreach to the international and exchange student community as well as providing general logistical support. This position will play a key supportive role in referring students, staff, faculty and guests to appropriate resources, creating a welcoming environment at York International and the daily functions of the York International office.

Specific Duties and Responsibilities:

- Support York International's departmental goals through excellent service and support via the Front Desk and other information channels and communication.
- Welcome all visitors to York International including students, staff, faculty, community members and other guests via the Front Desk.
- Respond to questions from students, staff, faculty, visitors and guests in a professional manner and refer more complex or sensitive enquiries to the relevant full-time staff at York International and other departments.
- Answer general questions and refer students, staff, faculty, visitors and guests who visit the student information kiosk/Global Café/York International office etc. to the relevant campus and community resources as required.
- Answer phone calls, emails and other communications.
- Promote events, programs, services, and initiatives related to international students and mobility programs (exchange, summer study abroad and internships) through sharing information at the Front Desk.
- Support the Go Global team and the Student Coordinator, Go Global with in-office delegation visits.
- Work collaboratively with other student leaders and YI staff to facilitate peer-to-peer learning and foster a global community.
- Provide informal and formal involvement coaching to international students looking for opportunities to get involved with York International and in the York community.
- Support and operate on-campus welcome booths by meeting international students upon arrival, providing welcome kits, helping them with any difficulties that may arise and providing information about York International, campus resources, accommodation etc.
- Support other summer programming as needed e.g. Global Connections webinars.
- Stay informed on York International programs, services and initiatives in order to provide accurate information and service to all community members and guests.
- Provide administrative assistance as assigned (e.g. record keeping, photocopying, and email correspondence).
- Consult with appropriate staff across York International to determine the needs for each project and how to meet those needs through office support.
- Escalate serious problems or matters to the appropriate full-time staff.
- Stay in regular contact with supervisor and communicate updates regularly to appropriate YI team members and campus partners.
- Perform other duties as assigned.

**Qualifications:**

**Experience, Skills & Qualifications**

- Previous experience in customer service, reception/front desk an asset.
- Knowledge of cross-cultural experiences and the unique needs of being an international student and/or exchange students.
- Experience in exchange/summer study abroad or internships is an asset.
- Working knowledge of or participation in the York International programs/services/initiatives is an asset.
- Knowledge of campus and community resources, including academic, social, safety, health, cultural and others and able to refer students as appropriate.
- Fluent in one or more languages is an asset: such as French, Spanish, Mandarin, Cantonese, Arabic, Hindu, Urdu, Portuguese, Swahili, Vietnamese, Korean, Japanese, etc.
- Familiarity with social media, skype, telephone and email, and an interest in using it as a tool of student engagement, as well as experience using and configuring technical tools.
- Application of cultural awareness in written, verbal and non-verbal communication.
- Connecting with others across differences of culture, experience, identity etc.
- Excellent time management skills.
- Positive, motivated and takes initiative.
- Open to feedback and able to adapt to change.

All candidates must be:

- Proficient with MS Office such as Word, Excel, PowerPoint.
- Professional, punctual and reliable.
- Able to maintain confidentiality & keep accurate and detailed records.

**Student Learning Outcomes:**

**Orientation, Training and Ongoing Professional Development**

- York International offers comprehensive training that includes topics such as giving and receiving feedback, active listening, event and project management, teambuilding, overview of their role and professional communication.
- Ongoing training and professional development will be provided for this role. Throughout the term, professional development sessions such as community building, making referrals, intercultural communication and leveraging their experience for their resume/future careers.
- Students will have the opportunity to document their personal and professional reflections that will be used for development during their time as a Student Coordinator, Welcome & Reception.
- Students will have an opportunity to be mentored by professional staff in York International.
Feedback, Support and Reflection

- The Student Coordinator, Welcome & Reception will be asked to participate in professional goal-setting, regular self-assessments and performance review process with the supervisor each term. The supervisor will provide regular feedback, coaching and discuss challenges and successes as they arise.
- The Student Coordinator, Welcome & Reception will have regular 1-1 meetings with their supervisor to provide written summaries and updates on the status of their projects and identify any challenges they are facing as well as work in collaboration with the supervisor to determine areas for support and solutions.

Networking and Mentorship Opportunities

- Opportunity to work cooperatively with the full-time York International team in the accomplishment of joint tasks and common objectives.
- Opportunity to meet regularly with other student staff to report and reflect on the progress of their skills development and goals and obtain valuable feedback.
- Opportunity to develop personal and professional skills to highlight on their resume, including communication, teamwork, problem solving, goal setting and time management.
- Opportunity to set learning objectives and outline specific tasks that will be accomplished as part of the position/role.

Personal and Professional Development, Classroom and Workplace Competencies

- Experience within a professional office environment.
- Experience with public speaking, presentation, and communication of programs and services that can help improve their academic ability to communicate ideas concisely.
- Experience with intercultural communication and awareness.
- Improve familiarity with campus resources and referrals for students
- Development of planning skills including time management, prioritization, communication with participants, promotion and event execution.
- Development of independent problem-solving abilities.