

**Job Title:** Student Coordinator, Virtual Community Engagement  
**Position Start Date:** September 2021  
**Position End Date:** April 2022  
**Hours per Week:** 15 hours  
**Hourly Wage:** \$15  
**Position Type:** Work/Study  
**Number of Positions:** 2

**\*\*Position note:** *this role is pending work/study funding approval*

## Job Description:

York International falls under the Division of Students portfolio and is a central source of international student support and global engagement at York University. The **Student Coordinator, Virtual Community Engagement** will support new international students with their transition to York University through virtual community building. The **Student Coordinator, Virtual Community Engagement** will be the student lead for digital engagement and online/virtual programming that facilitates community building and sense of belonging for international students over the academic year.

Through this role, the **Student Coordinator, Virtual Community Engagement** will have opportunities to develop and enhance specific skills in the following competencies:

1. Communication
2. Teamwork/Collaboration
3. Event planning
4. Global Citizenship (understanding of global perspectives)

## Work Performed - Specific Duties and Responsibilities:

- Act as a student lead in the planning and implementation of international student engagement in digital, online/virtual programming e.g., Virtual Coffee Breaks.
- Work as student lead on projects related to campus transition initiatives for international students.
- Assist with representing York International in outreach pre-orientation events around campus as assigned through webinars, social media, posters, videos etc. to promote a vibrant International student community.
- Respond to questions from new incoming international students in a professional manner and refer more complex or sensitive enquiries to the appropriate full-time staff at York International and other departments.
- Refer students to appropriate on-campus and community resources.
- Support in the recruitment and training of volunteers needed for York International engagement activities.
- Coordinate all necessary logistics for transition events and programs i.e., venues, resources, materials etc.
- Research, present and implement new ways and technologies of engaging students digitally/virtually/online.
- Lead the facilitation of peer-to-peer learning and fostering a global community.
- Provide administrative related support as assigned (e.g., monitoring registration, record keeping, photocopying, and email correspondence).
- Stay in regular contact with supervisor and communicate updates regularly to appropriate York International team members and campus partners.
- Escalate serious problems or matters to the appropriate full-time staff.
- Perform other duties as assigned.

## Qualifications:

### Education, Experience, Skills & Qualifications

- Current undergraduate York student (we encourage applicants from diverse programs of study).
- Knowledge of cross-cultural experiences and the unique needs of being international students or internationally minded students and experience working with people from different backgrounds/cultures.
- Working knowledge of York International student programs and services specifically transition programs.
- Knowledge of campus and community resources, including academic, social, safety, health, cultural and others and able to refer students as appropriate.
- Experience and familiarity with York campus life/knowledge of York University student services and activities.
- Demonstrated skills in workshop/presentation facilitation, event planning and working with peers in a leadership capacity.
- Fluent in one or more languages is an asset: such as French, Spanish, Mandarin, Cantonese, Arabic, Hindi, Urdu, Portuguese, Swahili, Vietnamese, Korean, Japanese, etc.
- Familiarity with social media, Zoom, 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 communication skills; professional demeanour, public speaking and presentation proficiency.
- Excellent time management skills.
- Excellent computer skills (word processing, email, database management, spreadsheets).
- Demonstrated ability to learn and take initiative, adaptability, approachable, knowledgeable and open to self-directed learning.

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.

## Personal and Professional Development:

“As part of your work study experience, you will be asked to participate in [Becoming YU](#) – a program designed to support students in creating meaningful goals and objectives, recognize the value of your experiences, identify the leadership and career competencies you gain through these experiences and confidently articulate your skills and experiences, whether it’s for a future job or further education opportunity. Throughout your work/study experience you will have the opportunity to meet regularly with your coach to set goals and objectives, report and reflect on your progress and get valuable feedback.”

## Student Learning Components:

### *Orientation, Training and Ongoing Professional Development*

- York International offers comprehensive training that includes topics such as expectations, leading a team, handling various common scenarios, handling detailed logistics, prioritizing tasks and communicating with the team (including project specific training).

- Ongoing training and professional development will be provided for this role. The **Student Coordinator, Virtual Community Engagement** will be assigned resources to consider for reflection during meetings with the supervisor.

### *Feedback, Ongoing Support and Reflection*

- The **Student Coordinator, Virtual Community Engagement** 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, Virtual Community Engagement** 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 collaboratively with professional staff of the York International and learn more about York International functions.
- Opportunity to meet and interact with diverse cultures and groups.
- Opportunity to learn and develop knowledge about the international education community.
- Opportunity to lead a small team of student peers and serve as a role model.
- Opportunity to engage with first year and incoming students (international, exchange, international student researchers and others).

### *Personal and Professional Development, Classroom and Workplace Competencies*

- Exposure to and experience working in a professional office environment.
- Enhanced leadership and collaboration skills.
- Experience with public speaking, presentation, and communication of programs and services that can enhance their academic ability to communicate ideas concisely.
- Experience with intercultural communication and awareness and development of global competencies.
- 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.
- Ability to articulate self-directed learning outcomes thorough reflection and feedback with the team and supervisor.