

York International

Job Title:	Student Coordinator, International Student Engagement
Position Start Date:	September 6, 2022
Position End Date:	April 28, 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, International Student Engagement** will support new international students with their transition to York University and Canada as a part of the York International team. Through virtual and in-person communication, the **Student Coordinator, International Student Engagement** will connect new international students with information about a variety of on and off-campus services and programs, as well as promote virtual/online international student community building. This role will focus on international student transition programs (orientation, Thriving in Canada Series, mental health campaign etc.) and provide online/virtual outreach support relevant to these programs over the Fall/Winter 20-21 academic year.

The **Student Coordinator, International Student Engagement** student employee provides support for all digital engagement and online/virtual programming while developing valuable skills and work experience for the workplace. This opportunity also provides student employees with experiential on-the-job training and mentorship under the guidance of a student team lead and full-time staff members.

Specific Duties and Responsibilities:

- Under the guidance of YI staff and in collaboration with the International Student Engagement team, support the planning and implementation of online/virtual international student orientation and transition initiatives during the academic year.
- With guidance from the Student Lead, International Student Engagement and professional staff support projects related to online/virtual international student orientation and campus transition initiatives for international students.
- Work collaboratively with all student and professional staff at YI for successful event, program, support and service delivery.
- 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.
- Work with teammates, volunteers and student leaders to facilitate peer-to-peer learning and foster an online global community.
- Outreach to international students as assigned through webinars, social media, videos etc. to promote a vibrant International student community.
- Assist with the online/virtual facilitation of student-led social events and initiatives.
- Provide administrative assistance as assigned (e.g. monitoring registration, record keeping, photocopying, and email correspondence).

- Stay in regular contact with the team lead and communicate updates regularly to appropriate York International team members and appropriate campus partners.
- Escalate serious problems or matters to the appropriate full-time staff.
- Perform other duties as assigned.

Qualifications:

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 an international student.
- Experience in actively planning student events and activities particularly online/virtual events and activities.
- Knowledge of York University student services and activities, particularly York International's transition programs.
- Fluent in one or more languages is an asset: such as French, Spanish, Mandarin, Cantonese, Arabic, Hindu, Urdu, Portuguese, Swahili, Vietnamese, Korean, Japanese, etc.
- Strong familiarity with social media platforms, Zoom, skype, telephone and email, and an interest in using them 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:

As part of your work study experience, students will participate in [Becoming YU](#), a program designed to support students in:

- Creating meaningful goals and objectives.
- Recognizing the value of their personal, academic and professional experiences.
- Identifying their leadership and career competencies and skills gained through these experiences

- Articulating their skills and experiences with confidence, whether it is for a future job or further education opportunity.

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 and overview of their role and professional communication.
- Ongoing training and professional development will be provided for this role. Throughout the year, 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 an **Student Coordinator, International Student Engagement**.
- Students will have an opportunity to be mentored by the **Student Lead, International Student Engagement** as well as professional staff in York International.

Feedback, Support and Reflection

- The **Student Coordinator, International Student 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, International Student 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 cooperatively with the team lead and the full-time York International team in the accomplishment of joint tasks and common objectives.
- Opportunity to meet regularly with the team lead and 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 experience in presenting them.
- Development of planning skills including time management, prioritization, communication with participants, promotion and event execution.

- Development of independent problem-solving abilities.

Important Dates – Exact dates to be confirmed.

Training: the week of May 2, 2022

Orientation Support: between Aug. 29, 2022 and Sept. 6, 2022

Peer Leader Training: To be confirmed (in May)