

Welcome and Reception

STUDENT COORDINATOR

Job Title:	Student Coordinator, Welcome and Reception
Position Start Date:	September 1, 2024
Position End Date:	April 30, 2025
Hours per Week:	15
Hourly Wage:	16*
Position Type:	Work/Study OR LEAP
Number of Positions:	3-4

**Note: this role is pending work/study funding approval and the wage is subject to change.*

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.

Through this role, the **Student Coordinator, Welcome & Reception** will have opportunities to develop and enhance specific skills in the following competencies:

1. Customer Service
2. Teamwork/Collaboration
3. Student Services and support

Work Performed - 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.
- Attend regular one-on-one meetings, team meetings, training, and other professional development workshops as assigned by a supervisor.
- 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 international students or internationally minded students. Experience working with people from different backgrounds and cultures.
- Previous experience in customer service, reception/front desk an asset.
- Experience in exchange/summer study abroad or internships is an asset.
- Knowledge of campus and community resources, including academic, social, safety, health, cultural, etc. Ability to refer students as appropriate.
- Experience and familiarity with York's campus life and working knowledge of York University student services and activities.
- Demonstrated skills in oral presentation skills such as for workshops and/or presentations.
- Strong event planning and leadership experience.
- 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 oral and written 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, approachability, 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 the 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.

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, prioritization and team communication (including project specific training).
- Ongoing training and professional development will be provided for this role. The **Student Coordinator, Welcome and Reception** will be assigned resources to consider for reflection during meetings with their supervisor.

Feedback, Ongoing Support and Reflection

- The **Student Coordinator, Welcome and Reception** will participate in professional goal setting, regular self-assessments and a performance review process with their supervisor. The supervisor will provide regular feedback, coaching, and discuss challenges and successes as they arise.
- The **Student Coordinator, Welcome and 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. They will engage in collaborative discussions with their supervisor to determine areas for support and development plans.

Networking and Mentorship Opportunities

- Opportunity to work collaboratively with professional staff at York International and to learn more about York International supports and services.
- Opportunity to meet and interact with diverse cultures and groups.
- Opportunity to learn and develop knowledge about the international education industry.
- Opportunity to work with 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, awareness and development of global competencies.

- Improve familiarity with campus resources and referrals for students.
- Development of planning skills including time management, prioritization, communication, 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.

Important Dates – Exact dates to be confirmed.

Training: the week of September 2-6, 2024

Orientation Support: between August 24, 2024 and September 7, 2024

Peer Leader Training: To be confirmed (in September)