

# Program Assistant

## GLOBAL ENGAGEMENT

|                      |                                             |
|----------------------|---------------------------------------------|
| Job Title:           | <b>Program Assistant, Global Engagement</b> |
| Position Start Date: | May 1, 2024                                 |
| Position End Date:   | August 30, 2024                             |
| Hours per Week:      | 34                                          |
| Hourly Wage:         | \$17*                                       |
| Position Type:       | Work/Study                                  |
| Number of Positions: | 1                                           |

*\*\*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 **Program Assistant, Global Engagement** will play a key role planning and facilitation of a number of different programs and initiatives that include: the SDGs in Action Student Challenge, the Las Nubes Study Abroad programs, YorkU summer schools abroad, YorkU Faculty-led Study Abroad Programs and globally networked learning courses.

Through this role, the **Program Assistant, Global 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)
5. Showing Creativity & Innovation

## Work Performed - Specific Duties and Responsibilities:

- Responds to general student inquiries and manages shared email accounts
- Assists with the planning, organization, and support of in-person and virtual events to support special projects offered by the global engagement portfolio

- Works closely with the marketing team in designing, developing and preparing communication and program promotional materials for each project in preparation for Fall and Winter recruitment events.
- Maintain internal planning documents, schedules, and guest lists
- Provide administrative related support as assigned (e.g., monitoring registration, record keeping, photocopying, and email correspondence).
- Maintain regular contact with supervisor and communicate updates regularly to appropriate York International team members and university partners.
- Escalate complex and/or urgent concerns to appropriate full-time staff members.
- Attend regular one-on-one meetings, team meetings, training, and other professional development workshops as assigned by a supervisor.
- Support departmental assessment practices via surveys, focus groups, and other community engagement strategies.
- Research faculty members' profiles to match project requests from other institutions.
- Investigate the locations of various faculty-led study abroad programs.
- Initiate contact with different vendors to request initial quotations. The work associated with this position will require some flexibility to support high impact events and programs that may run over evening or weekend hours.
- 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.
- Working knowledge of York International student programs and services specifically community engagement programs.
- 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 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 **Program Assistant, Global Engagement** will be assigned resources to consider for reflection during meetings with their supervisor.

## Feedback, Ongoing Support and Reflection

- The **Program Assistant, Global Engagement** 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 **Program Assistant, Global 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. 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 May 1-3, 2024