

Program Assistant

GLOBAL LEARNING

Job Title:	Program Assistant, Global Learning
Position Start Date:	September 1, 2024
Position End Date:	April 30, 2025
Hours per Week:	15
Hourly Wage:	\$17**
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 **Program Assistant, Global Learning** will support the team with the administration and facilitation of academic exchange, summer schools, and global internship programs for incoming and outgoing students. Tasks include: email inbox management, responding to student inquiries, file organization and maintenance, updating records, and researching key information for our 300+ global partners and programs.

The **Program Assistant, Global Learning** will play a key role in support the team with ensuring accurate information is collected and communicated to students, as well as developing standard operating processes (SOP) for information management.

Through this role, the **Program Assistant, Global Learning** will have opportunities to develop and enhance specific skills in the following competencies:

1. Communication
2. Teamwork/Collaboration
4. Processing Information
5. Reading, Understanding & Evaluating Information
6. Researching & Investigating
7. Global Citizenship (understanding of global perspectives)

Work Performed - Specific Duties and Responsibilities:

- Responds to general student inquiries and manages shared email accounts
- Organizes information including factsheets, promotion materials, key dates, and contacts for the 300+ partners and programs in the global learning portfolio
- Assists with application tracking and workflow
- Compiles relevant information and comprises partner checklists for each global learning program to assist selected students with preparations to travel
- Organizes departmental meetings including room booking and agenda preparation
- Assist with representing York International Global Learning portfolio in outreach events virtually and in-person as assigned through webinars, social media, posters, videos etc. to promote a vibrant international student community.
- Maintain internal planning documents, schedules, and guest lists
- As required, 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.
- 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.
- 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

- Previous participation in a global learning initiative (academic exchange, summer school, global internship) is preferred
- 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 global learning and global engagement programs. A past participant of one of these programs is preferred.
- 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 Learning** will be assigned resources to consider for reflection during meetings with their supervisor.

Feedback, Ongoing Support and Reflection

- The **Program Assistant, Global Learning** 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 Learning** 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