

International Orientation and Transition

STUDENT COORDINATOR

Job Title:	Student Coordinator, International Orientation and Transition
Position Start Date:	May 1, 2024
Position End Date:	August 30, 2024
Hours per Week:	34
Hourly Wage:	\$16*
Position Type:	Work/Study
Number of Positions:	1-2

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

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 Orientation and Transition** will design, develop, and implement programs and services that support incoming international students with their orientation and transition to York University and Canada. The **Student Coordinator, International Orientation and Transition** will provide leadership in connecting new international students with information about a variety of orientation services and programs, as well as promote international engagement and student community building through orientation activities. The **Student Coordinator, International Orientation and Transition** will also support pre-arrival programs and services for incoming international students.

Through this role, the **Student Coordinator, International Orientation and Transition** will have opportunities to develop and enhance specific skills in the following competencies:

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

Work Performed - Specific Duties and Responsibilities:

- Act as a student lead in the design, planning and implementation of orientation and transition programming for new international students for FW 2024-2025 terms.
- Work as student lead on projects related to campus orientation initiatives for international students, including the Global Peer Program, International Orientation, First 6 Weeks, Pre-Arrival Webinars, and more.
- Assist with representing York International in outreach orientation events virtually and in-person as assigned through webinars, social media, posters, videos etc. to promote a vibrant international student community.
- Assist with research to help inform international orientation and transition program and service planning.
- 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, selection and training of orientation leaders and volunteers needed for York International orientation activities.
- Coordinate all necessary logistics for transition and orientation events and programs i.e., venues, resources, materials, scripts, etc.
- 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).
- 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.
- 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.
- 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 orientation and transition 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, webinars 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 **Student Coordinator, International Orientation and Transition** will be assigned resources to consider for reflection during meetings with their supervisor.

Feedback, Ongoing Support and Reflection

- The **Student Coordinator, International Orientation and Transition** 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, International Orientation and Transition** 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

Orientation Support: May 4, 2024 and August 24-30, 2024

Peer Leader Training: To be confirmed (in May)