

Student Engagement Program Assistant (PA) Position Description

Position Title:	Student Engagement Program Assistant (PA)
Department:	International Student Services (ISS)
Term:	Fall 2021/Winter 2022
Hours:	10 hours per week (approximately)
Length of Position:	Early-August 2021 – Mid-April 2022 (some evenings, statutory holidays and weekend work may be required)
Compensation:	\$18/hour

International Student Services (ISS) provides support and information to international students at UCalgary, as well as engagement opportunities for non-international students. Services that we provide include: immigration advising; transitional advising and support; trips and events; and mentorship and language sharing programs.

The Program Assistant (PA) team supports the day-to-day operations of ISS and assists with coordination of the programs that are critical to our support model. PAs have access to a shared workspace and must work collaboratively with other PAs and with ISS staff to create a positive experience for students who come in for help and advice.

This position involves approximately 10 hours per week from Mid-August to mid-April. This position reports to the Advisor, International Student Transition Support.

Covid-19 Update: this position will provide remote, online programming for Fall 2021; however, due to the uncertain nature of Covid-19 impacts and policies, if ISS is able to return to in-person programming and supports, the successful candidate will be required to work in-person/on-campus relevant to the PA role. All PAs must be flexible and adaptable while navigating uncertainty for the upcoming 2021/2022 academic year.

SPECIFIC TASKS AND RESPONSIBILITIES

The **Student Engagement Program Assistant** is responsible for coordinating strategic communications about ISS events and services, information campaigns, and diverse student experiences in order to increase student awareness and engagement with ISS.

Communications Channels

This position will leverage several communications channels (video production; pop-up campaigns and on-campus tabling/campus fairs; student dialogues and polls; ISS newsletter; ISS Facebook & Instagram, including takeovers; website testimonials, blogs, and resources guides; and electronic and physical posters) in order to support the following areas:

Community Engagement: consult with on-campus and community “experts” to enhance resource guides for international students (eg. consult with SU club executives, university staff, or other peers/leaders) to provide accurate, local advice.

Student Voice Engagement: invite UCalgary students to share their thoughts, experiences, and perspectives to build community, normalize challenges, highlight key resources.

Event Promotion: work with other PAs to promote and report on social events, information sessions, new student orientations, and mentorship events.

Information Campaigns: work collaboratively with ISS staff to design, develop, and implement strategic communications about common international student experiences or concerns throughout the academic year.

Birthday Program (name TBD): Support the pilot of this program. Duties include coordinating participant registrations, updating web material, and planning and facilitating program events. As the program evolves, new duties may be identified so flexibility and adaptability will be required.

Training: onboarding to take place in August with direct supervisor

Working with ISS Staff:

- Attend meetings every two weeks with supervisor
- Liaise with other ISS PAs to gather event photos, testimonials, and evaluation data to share on ISS various platforms; support events as required
- Present to ISS staff on experience at end of position term

QUALIFICATIONS

- Completed at least one academic year at UCalgary and in good academic standing
- Able to work collaboratively with other Program Assistants and with ISS staff
- Able to adapt to flexible workflow and timelines
- Demonstrated professionalism, attention to detail and good judgment
- Demonstrated ability to balance academics with extracurricular commitments
- Strong written and verbal communication skills
- Proficiency with Microsoft Office applications (Word, Excel and PowerPoint) and Zoom
- Proficiency with Adobe InDesign, later.com, Instagram, Facebook, and D2L
- Knowledge of University of Calgary culture, policies, procedures, and operations and an understanding of the challenges and issues that new-to-Calgary students may encounter
- Cross cultural experience from student activities, work, volunteering, or study abroad is an asset
- Photography skills are an asset
- In good standing with the Student Conduct Office

CONDUCT STATEMENT

This position requires students to be in good conduct standing for non-academic misconduct.

Students who are not in good conduct standing have an active sanction of “*Probation for Non-Academic Misconduct*” that has been assigned through formal conduct proceedings per the Non-Academic Misconduct Policy. Students are informed in writing of the sanction by the Student Conduct Office.

Note: Involvement in the Non-Academic Misconduct process does not automatically mean a student is not in good conduct standing; this applies only to those students who have been assigned the sanction of



International Student Services

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Probation for Non-Academic Misconduct. If you have been found responsible of a violation of the Non-Academic Misconduct Policy and you are unsure if you have received this sanction, please contact conduct@ucalgary.ca. Please note that in submitting your application, you are verifying that you are in good academic standing and consent to this being verified by the Student Conduct Office. Note that details of non-academic misconduct cases are not shared through this process.

APPLICATION PROCESS

Please complete applications online via CareerLink. Only candidates selected for an interview will be contacted. If you have any questions about this position, please email iss@ucalgary.ca

Deadline to Apply: Thursday, April 1, 2021