



## Student Association of George Brown College Employment Opportunity

**Position Title:** SA Connect & Welcome Support Staff

**Compensation:** \$34,320.00 (Start step union grid)

**Hours:** 40 hours per week

**Reports To:** Senior Coordinator Building Facilities

**Unionized/Non-unionized:** OPSEU Local 557

**Application Deadline:** August 15, 2022 11:59PM

### Position Summary and Key Objectives:

This is a unionized position within the organization. You will provide front-line services to students, College personnel and external guests calling and visiting the Student Association offices. On the phone and in person you will provide superior customer service while responding to inquiries, greeting visitors, providing referrals, giving directions, answering questions and disseminating information.

You will be also required to do on-campus promotion and engagement with GBC students through Mobile promotion and tabling, promoting other SA events

You would be required to provide administrative support to the office and to the full-time staff by undertaking tasks such as typing, data-entry, faxing, photocopying, assembling packages, phone-calls and taking appointments.

### Duties and Responsibilities (will include but not limited to):

- ***Students' Engagement*** ( Welcome Desk Support and Mobile Promotion)
  - Provide superior customer service to Students, College personnel and External Guests at all times.
  - Assist with the preparation of student engagements workshops and activities
  - Assist in the promotion of SA events and involvement opportunities through various outreach initiatives
  - Engage with students and volunteers through arranging mobile promotions across campuses, tabling, marketing SA programs and events, support with social media engagement
  - Coordinate on regular basis with program coordinators to know more about SA events and activities and how to promote them
  - Receiving and documenting student information.
  - Ensure that the SA Front Office resources and referral materials that might be needed by students are maintained and up-to-date for all SA Front Offices.
  - May need to support the general student benefits program from time to time, and provide information and assist students when needed
  - Support annually an analysis of the operations of the Front Offices including service improvements, expenditure and policy recommendations
- ***Administrative Support***
  - Provide administrative support to full-time staff such as data-entry, faxing, photocopying, assembling packages, phone-calls and or scheduling appointments.
  - Maintains and verifies petty cash, taxi chits and cheque tracking



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- Maintain the front office in a highly orderly manner; organize reception area, supplies, and storage cabinets; have forms and supplies in stock and readily available at all times
- Managing file and database systems.
- Have the front office equipment functioning and readily available ie. Fax machine, replenish printer paper and toner.
- Responsible for picking up and dropping off mails and distributing to the respective mail box
- Support the Sr. Coordinator of Building Services to operate 4 campus offices, including but not limited to office inventory management and update, photocopying contract management and payment processing, quotes collections for office services and supplies, data entry and analysis of offers received, etc.
- Review and summarize miscellaneous reports and documents; prepare background documents and outgoing mail as necessary.
- Work with fellow Health Benefits Support staff to ensure consistency of services between offices.
- Prepares and provides a detailed monthly report that includes an analysis of sales, inventories and current operating issues to Senior Coordinator, Building Services
- Must be familiar and comply with and adhere to the SA Staff HR manual and all SA Guidelines, Policies and Procedures.
- Other duties as assigned.

### **Performance Measurable:**

- Maintain exceptional attendance and regular hours of work
- Establish and maintain a positive, professional and interactive working relationship with SA Staff and Board, the College, External and Internal Clients
- Contribute to increasing the students engagement & satisfaction , awareness of SA programs, participation in SA events and activities
- Completes tasks on time and with minimal errors
- Works well independently as well as in a team
- Ensure all relevant Policies & Procedures are up to date and are being adhered to by all staff & students
- Readily available and supportive to staff, student directors and our membership
- Accepts feedback well and takes measures to improve performance

### **Required Skills and Experience Qualifications:**

- A post-secondary degree, diploma in the field of customer services, business administration, or equivalent is required.
- An outgoing, positive and friendly personality.
- First-rate verbal and written communication skills.
- The ability to multitask, take initiative and work independently.
- Excellent Computer skills – MSWord, Excel, PowerPoint, Outlook



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- Previous customer services and Administration experience, working experience as Admin Assistant.
- Comprehensive knowledge of student rights, issues and accessibility to post-secondary education.
- Excellent interpersonal skills with an ability to navigate complex situations and difficult interactions with grace, patience and professionalism.
- Demonstrated ability to manage, coordinate, organize and maintain records of information over time.
- Attention to detail; good record keeping and filing skills.
- Criminal record check is a must at the candidates expense and copy provided upon start of position, or provide a copy of recent reference check ( no more than 1yr)

### **How to Apply:**

Please email a PDF version of your cover letter and résumé to [hiring@sagbc.ca](mailto: hiring@sagbc.ca) Subject line: <your name>: [SA Connect & Welcome Centre support staff] Deadline August 15, 2022 11:59PM

The Student Association of George Brown College invites and encourages applications from all qualified candidates including persons of Aboriginal ancestry, members of visible minority groups, persons with disabilities, women, and persons of any sexual orientation or gender identity.

We sincerely thank all candidates for their interest however, only those selected for an interview will be contacted.

Student Association Vision:  
Students are empowered to influence a just world.

Mission Statement:  
We are committed to supporting each other and the students of George Brown College in the struggle for students' rights, the pursuit of quality education and the provision of services in a safe, accessible and equitable environment.

Commitment to Equity:  
The SA is committed to employment equity and encourages applications from historically underrepresented groups to apply.