



Student Association of George Brown College

Job Title:	Connect and Welcome Support Staff	Job Category:	Part-time, Support Staff
Department/Program:	Operations/ Building	Reports to:	Operations Manager
Location:	Casa Loma, St. James and Waterfront Campus	Will Train Applicant(s):	Yes
Rate of Pay:	\$15.50/hr (up to 20 hours per week)	Position Type:	Part-Time Temporary Contract
Travel Required:	Yes	Start & End Date:	August 2023 - April 30, 2024
Number of Vacancies:	Positions available (2)	Posting Expires:	June 4, 2023 11:59PM *or until position is filled

How to Apply:

Submit **cover letter AND résumé to:** [hiring@sagbc.ca](mailto: hiring@sagbc.ca)

Subject Line: <your name>: CW Support Staff Application

** Please attach your Cover Letter and Resume in a PDF version

About the Student Association & Its Program offerings

The Student Association is your student union representing the interests of all George Brown College students. The Student Association focuses on representation, advocacy, delivery of services and the operation of businesses to support its overall mandate.

We're here to be the bridge between the students at GBC and the college itself by listening to your concerns, advocating for students, and providing access to necessary services like Health Benefits, the Community Care Centre, and the Student Nutrition Access Program, events and recreation, clubs, academic support and legal services

Job Overview:

As Building Services Support staff, you will provide front-line services to students, college personnel and external guests calling and visiting our offices. As an ambassador for the association, 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 also provide administrative support to full-time staff by undertaking tasks such as typing, data entry, faxing, photocopying, assembling packages, placing, and answering phone calls and taking appointments.



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GENERAL RESPONSIBILITIES:

- Provide superior welcoming customer service in person and on the phone to all individuals who call or visit the Student Association spaces;
- Answer questions, assist with inquiries, provide services, take appointments, accurately refer individuals, trouble-shoot complex issues;
- Table and promote the Student Association services
- Faxing, photocopying, typing, data entry, mail sorting, materials assembly, filing, information posting;
- Selling tickets and SA products
- Reconciling funds collected from sales
- Support space activation set up and teardowns.
- Maintain the office space in a tidy, organized and welcoming fashion
- Support the staff and executive by assisting with projects and tasks
- Maintain the filing system and office supplies in a tidy and organized fashion
- Cooperate and share information with other department staff to ensure consistency of service
- Update the SA visitors tracking sheet and ensure timely update and input numbers of inquiries.
- Support with conducting SA connect survey as directed.
- Support with compiling the FAQ by students.

MUST HAVE:

- Organized with excellent written and verbal communication skills;
- Proficiency in MS Word, Excel and Outlook;
- Comfortable working independently and in a team environment;
- You are a great people person who builds solid, cooperative relationships, and is comfortable with and versed in issues of diversity in the student population.
- Time and attention are constantly in demand, requiring patience, time management, planning and a friendly, professional attitude at all times.

REQUIRED:

- Full-time GBC students enrolled 2023-2024 prioritized, or GBC part-time student and/or recent grads/alumni
- Availability
Job offer/continued employment contingent on availability
- HOW TO APPLY: Must submit cover letter AND résumé.



Student Association of George Brown College

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