



Student Association of George Brown Employment Opportunity

Position Title: SA Connect & Welcome Lead

Position Type: Part-time (30 Hours a week)

Compensation: \$20.22/hr Step-start (union grid)

Reports To: Sr. Building Facilities Coordinator

Unionized: OPSEU Local 557

Application Deadline: Open until filled

Start	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
\$20.22	\$21.18	\$22.14	\$23.11	\$24.07	\$24.55	\$25.03	\$25.51

Position Overview:

This is a unionized position within the organization. In this role, you will deliver front-line customer service to students, George Brown community members who contact or visit the SA offices. This includes providing support in person, over the phone, and via live chat through the SA website. You will respond to inquiries, welcome visitors, offer directions and referrals, answer questions, and share information about SA services in a clear and helpful manner and connect students with services as needed.

You will also support on-campus outreach and engagement initiatives. This includes promoting Student Association services and events through on-campus mobile promotion, tabling, gaming, and other on-campus activations, with the goal of increasing student awareness, participation, and engagement with SA offerings.

In addition, you will provide administrative support to the office that may include but not limited to data entry, photocopying, preparing and assembling materials, handling phone calls, inventory update, and scheduling appointments.

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

Students Engagement:

- Provide high-quality, welcoming customer service to students, community members, and external guests at all times.
- Provide front-line student support both in-person and through live chat services, responding to inquiries and directing students to appropriate resources and services.
- Support the and delivery of student engagement initiatives, including events, activities, and events aimed at increasing awareness and utilization of SA services.
- Assist in the promotion of SA events, programs services, and offerings through a range of outreach strategies, including campus tabling, mobile promotions, activation events, and other in-person engagement activities.
- Actively engage with students and volunteers across campuses by supporting mobile promotion activities, tabling initiatives, and marketing SA programs and events; also assist with basic social media engagement where required.
- Compile the student engagement initiatives information and entering data from events, including tracking student interactions, inquiries, and participation in activation activities using SA reporting and tracking tools.
- Collect, record, and maintain accurate student information in accordance with established procedures and privacy guidelines.



Student Association of George Brown Employment Opportunity

- Prepare reports on student engagement initiatives, including data analysis to assess participation levels, service usage, and overall impact of engagement activities.
- Coordinate regularly with program coordinators to stay informed about upcoming SA events and initiatives in order to effectively promote them to students and connect students to these opportunities
- Ensure that Front Office resources, referral materials, and informational tools are current, accessible, and maintained across all SA front office locations.
- Contribute to annual reviews of Front Office operations by supporting data collection and analysis related to service delivery, expenditures, and potential policy or process improvements.
- Perform other related duties as assigned

Administrative Support:

- Provide general administrative support to the office
- Keep the front office organized and presentable at all times by ensuring the reception area, supplies, and storage spaces are well-maintained, and that all necessary forms and materials are stocked and readily available.
- Process monthly office and program supply orders using approved SA forms and procedures and through designated vendors.
- Maintain and update filing systems and databases, including inventory management systems, ensuring records are accurate and current.
- Ensure front office equipment is fully operational at all times, including replenishing printer paper, toner, and other essential supplies.
- Support the Senior Coordinator, Building Services in the operation of four campus offices, including office inventory management, photocopying contract administration, payment processing, obtaining quotes for office services and supplies, and supporting data entry and analysis of vendor proposals.
- Review and summarize miscellaneous reports and documents, and prepare supporting materials and outgoing correspondence as required.
- Collaborate with Health Benefits Support staff to ensure consistent service delivery across all offices.
- Prepare and submit a detailed monthly report to the Senior Coordinator, Building Services, including inventory updates and key operational issues.
- Ensure compliance with the Student Association HR Manual, as well as all organizational policies, procedures, and guidelines.
- Perform other related 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 George Brown Students and community members, External and Internal Clients
- Contribute to increasing the student's engagement & satisfaction, awareness of SA programs, participation in SA events and activities
- Completes tasks on time and with minimal errors



Student Association of George Brown Employment Opportunity

- Process SA monthly office supplies on a timely manner with proper documentation and payments processing
- Works well independently as well as in a team
- Readily available and supportive to staff, student directors and our membership
- Accepts feedback well and takes measures to improve performance

Required Skills, Experience and 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
 - 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 necessary at the candidate's expense
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How to Apply: Interested applicants, please submit a PDF version of their cover letter AND résumé to: hiring@sagbc.ca Subject line: <your name>: SA Connect and Welcome Lead

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. Interviews will take place during the time of posting until position is filled.

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.