OFFICE OF STUDENT TRANSITION OPPORTUNITY
CANDIDATE PROFILE - FALL/WINTER 2018-19
Program Assistant, Transition Programs


F/W RENUMERATION: Fall/Winter: Salary $14 per hour. The hours expected of a Program Assistant, Transition Programs is approximately 8-12 hours per week to a maximum of 200 hours.

REPORT TO: The Program Assistant, Transition Programs reports to the Office of Student Transition at the University of Toronto Mississauga, and directly to the Student Success Coordinator, Transition Programs. The Student Success Coordinator will provide training, support, and assistance in the execution of their responsibilities.

POSITION SUMMARY: In the Fall/Winter 2017/2018 term, the Program Assistant, Transition Programs will participate in the following as part of this position:

The Program Assistant, Transition Programs assists with assessment and evaluation projects to help improve the Office of Student Transition programming and service delivery to students. The student will compile and analyze surveys, evaluate results and prepare reports based on results.

Further responsibilities include: supporting the administrative functions of Transition Programs, Exam Jam and Recruitment events; support marketing and promotion of Transition Program events and any other duties as outlined by the Student Success Coordinator.

The Program Assistant, Transition Programs must be enrolled in 40% of a full course load for the entire fall/winter period of study. Selection for this position includes an application and interview process. Students are permitted to accept ONE work-study position per program period.

REQUIRED SKILLS:
- Student of UTM in good academic standing;
- Accurate data entry and attention to detail;
- Analytical skills to support with identifying patterns from qualitative and quantitative data and linking to goals of the particular session or event;
- Preferred experience in a Transition Program (i.e. LAUNCH, Academic Coaching, Residence etc.) and a UTM research-related opportunity (i.e. utmONE scholars, ROP, lab assistant etc.)
- Cross-cultural awareness;
- Values team work, working effectively with others as well as independently;
- High commitment to ethics and professionalism;
- High accountability and reliability;
- Strong oral and written communication;
- Ability to remain calm under pressure;
- Excellent time management and ability to prioritize multiple tasks;
- Knowledge of the campus and its resources;
- Familiarity with planning events and workshops;
- Excel skills are assets, but not required; and
- Proven written and verbal communication: to assist with report writing as well as communicating with team members.

**FALL/WINTER RESPONSIBILITIES:**

A. TEAM DEVELOPMENT
   - Attend regular team meetings and one-on-ones with the Student Success Coordinator, Transition Programs;
   - Attend departmental meetings on an as-requested basis; and
   - Participate in team socials and team building.

B. RESEARCH
   - Compile and analyze survey and evaluation results, both quantitative and qualitative;
   - Prepare reports based on results, shared internally and with UTM partners; and
   - Conduct literature and best practices research on assigned topics.

C. COMMUNICATION & ADMINISTRATION
   - Hold regular office hours;
   - Maintain some flexible availability in order to hold office hours, one-on-one meetings with student staff;
   - Communicate with students, team and supervisor in a timely manner;
   - Submit bi-weekly timesheets;
   - Refer to University policies to answer questions and inform students;
   - Be respectful and professional at all times;
   - Monitor U of T email account daily for work-related emails; and

D. OUTREACH
   - Assist with OST events including: Exam Jam (Fall Term & Winter Term), Fall Campus Day, Spring Open-House, Parent & Family Orientation and O-Week
   - Promote the Office of Student Transition through fairs, tabling, social media, etc.

E. ADDITIONAL DUTIES
   - Additional duties as assigned by a Student Success Coordinator.