

CANDIDATE PROFILE

IEC OPERATIONS TEAM LEAD, SUMMER/FALL/WINTER 2025-2026

SUMMER CASUAL CONTRACT PERIOD: Monday, May 5, 2025 – Friday, August 22, 2025*

F/W WORK-STUDY CONTRACT PERIOD: Monday, August 25, 2025 – Tuesday, March 31, 2026*

Must be available for:

- Summer Training – Monday, May 5, 2025– Friday, May 9, 2025 *
 - 30 hours, 9am to 4pm each day
- Student Leader Training – Monday, August 25, 2024 – Thursday, August 28, 2025*
 - 30 hours, 9am to 4pm each day
- Residence Move-In, Orientation, and International and New-to-Canada Student Welcome (INSW) – Friday, August 29, 2025 – Saturday, September 6, 2025 (specific dates will be communicated in advance)

*All contract dates are anticipated at the time of posting. These dates may change and will be confirmed before the successful candidate is required to sign a contract.

SUMMER RENUMERATION: Salary \$19 per hour. Full-time hours (30 hours per week over a 16-week period).

F/W RENUMERATION: Salary \$19 per hour. The hours expected of the role are approximately 10 – 15 hours per week, with peak hours in September exceeding this amount. The role is paid up to a maximum of 200 hours during the academic school year and is subjected work-study approval, guidelines, and pay.

REPORT TO: The role reports to the International Education Administrator within the IEC. The supervisor for this role will provide training, support, and assistance in the execution of the job responsibilities.

ELIGIBILITY:

- Applicants must be a returning student in the 2025 – 2026 academic year;
- Must be a UTM student in good academic standing with a minimum 2.0 CGPA
- Applicants must be legally able to work in Canada.

POSITION SUMMARY:

The IEC Operations Team Lead's primary responsibilities are to directly support students (through in-office triage, front-desk assistance, and point-of-contact service) and facilitate collaboration across the department. They will build a knowledge base on campus resources such that they are able to effectively refer students to the appropriate resources needed. Additionally, the Team Lead will provide logistical support for department-wide events, orientation sessions, weekly programming, and tabling; as well as assist department-wide operations, including through developing materials (video-form, social media content, handouts and brochures, etc.) geared toward informing students of campus resources, health insurance, taxes, immigration or financial literacy.

DUTIES:

- Assist in the delivery of in-office triage, front-desk support, and point-of-contact service for students, which involves referring them to the appropriate services within the department and supporting them with basic inquiries and frequently asked questions;
- Refer to University policies, resources, and websites to answer questions and inform students;
- Maintain flexible availability in order to take weekly-scheduled shifts at the IEC front desk, attend team meetings and one-on-one meetings, and attend programming;
- Mentor and familiarize the Operations Assistants with IEC's services, resources, websites, and platforms when they start in Fall 2023;
- Provide logistical support for the delivery of programs;
- Assist in the development of resources for students that pertain to department-wide offerings, including a campus resources video, health insurance informational video, and handouts and brochures with tax, health insurance, immigration or financial information;
- Monitor their UofT email account daily for work-related emails;
- Additional duties as assigned by the supervisor(s) based on changing priorities.

EMPLOYER CONTACT INFORMATION:

International Education Administrator
international.utm@utoronto.ca

REQUIREMENTS:

- Demonstrated excellent customer service skills, both in-person and online;
- Intercultural competency, awareness, and understanding that translates to patience and sensitivity (academic, social, and emotional) when handling complex inquiries;
- Experience working with diverse communities and cultures;
- Strong oral and written communication;
- Extensive knowledge of campus-wide resources and ability to effectively refer students to the appropriate resources based on their needs;
- Ability to manage confidential student data and department information;
- Demonstrated experience in providing logistical support for in-person, hybrid, and online events geared toward diverse students;
- Experience with handling fast-paced environments, with excellent time management and prioritization skills;
- Well-developed computer skills and experience with Microsoft Office;
- Proficiency in a language other than English considered an asset.