CANDIDATE PROFILE
IEC ASSISTANT, FALL/WINTER 2021-2022

CONTRACT PERIOD: Monday, August 30, 2021 – Friday, February 18, 2022*

Must be available for:
- Student Leader Training – Monday, August 30 – Friday, September 3, 2021*
  - 30 hours, 9am to 4pm each day
- Residence Move-In Day – Saturday, September 4, 2021*

RENUMERATION: Salary $15.00 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.

REPORT TO: The role reports to the International Student Advisor. 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 2021 – 2022 academic year;
- Student of UTM in good academic standing;
- Applicants must be legally able to work in Canada.

POSITION SUMMARY:
The IEC Assistant’s primary responsibilities are to support in office triage and overall departmental operations, and facilitate collaboration across the department, including but not limited to, International and New-to-Canada Student Orientation and International Student Success Modules on Quercus. Additionally, the IEC Assistant will develop resources for students that pertain to areas across the department, including a campus resources video, health insurance informational video, and handouts and brochures with tax, immigration or financial information. The IEC Assistant will also act as a point of contact for students through in-office triage, and maintaining flexibility in their schedule to have peer-to-peer support appointments.

REQUIREMENTS:
- Ability to manage confidential data;
- Understanding, and being sensitive to, international and new-to-Canada student transition issues (academic, social, emotional);
- Intercultural competency awareness and experience working with diverse communities and cultures;
- Strong oral and written communication;
- Demonstrated experience in event planning, project management and/or program design;
- Demonstrated experience developing and facilitating interactive workshops, and providing one-on-one support for students;
- Strong planning and organizational skills, including time management and prioritization skills;
- Knowledge of the campus and its resources;
- Well-developed computer skills and experience with Microsoft Office;
- Proficiency in a language other than English considered an asset.
DUTIES:
- Assist in the delivery of in office triage of students, directing them to the appropriate services within the department and supporting them with basic inquiries and frequently asked questions;
- Maintain flexible availability in order to monitor the IEC website LiveChat to support students and help them connect with the appropriate services within the IEC and across campus;
- Assist in the development and delivery of department-wide initiatives; such as, International and New-to-Canada Student Orientation, and the International Student Success Modules;
- 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;
- Collect and assess feedback on programming to inform future program planning activities;
- Liaise with campus partners, student groups and student clubs to increase cross-departmental collaboration for department-wide initiatives;
- Act as a point of contact for students through in-office triage, peer-to-peer support appointments and resource referral;
- Maintain flexible availability in order to hold office hours, attend team meetings and one-on-one meetings, and attend programming;
- Communicate with students, team, and supervisor in a timely manner;
- Refer to University policies to answer questions and inform students;
- Monitor UofT email account daily for work-related emails;
- Additional duties as assigned by the supervisor(s) based on changing priorities.

EMPLOYER CONTACT INFORMATION:
Marlo Young-Sponga, Transition Coach, International Students
marlo.young.sponga@utoronto.ca

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