CANDIDATE PROFILE
IEC INTERNATIONAL STUDENT SUPPORT TEAM LEADER, SUMMER/FALL/WINTER 2021-2022

SUMMER CONTRACT PERIOD: Monday, May 10, 2021 – Friday, August 27, 2021*

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

Must be available for:
- Summer Training – Monday, May 10 – Friday, May 14, 2021*
  - 30 hours, 9am to 4pm each day
- 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*

SUMMER RENUMERATION: Salary $15.00 per hour. Full-time hours (30 hours per week over a 16-week period).

F/W RENUMERATION: Salary $16.00 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 Student Development Coordinator, International Programs. 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 International Student Support Team Leader’s primary responsibilities are to support the planning and execution of events and community building activities to help facilitate international education and awareness to the UTM campus. This includes, but is not limited to, working with the Team Assistants to run events and outreach related international programs and events on campus such as: Mentorship Programs/New Friends Programs, Taste of Home, Canadian-focused field trips, Canadian Fluency Education, International Student Profiles/View From Here, and more; planning on-campus/online events for students to participate in; supporting the engagement of students in our programming; developing positive relationships with students, campus partners, and student groups/clubs; acting as a mentor and guide for the IEC Team Assistants; completing administrative and logistical tasks as required; contributing ideas to marketing and promotional strategies; and acting as a positive role model for students at large.

REQUIREMENTS:
- Ability to manage confidential data;
• Experience working with diverse communities;
• Understanding, and being sensitive to, international and new-to-Canada student transition issues (academic, social, emotional);
• Strong oral and written communication;
• Demonstrated experience in leading a team of peers, delegating tasks, and monitoring team performance;
• Demonstrated experience in student and/or volunteer support;
• Demonstrated experience in event planning, project management and/or program design;
• Demonstrated experience in developing and facilitating workshops;
• Ability to prioritize tasks, and exercise strong time management and organizational skills;
• Knowledge of the campus and its resources;
• Solid computer skills and experience with Microsoft Office;
• Proficiency in a language other than English considered an asset.

DUTIES:
• Summer months will be spent planning for all August-November events (which will gain the assistance of Team Assistants to execute) for approximately two-thirds of hours, and assisting with the pre-arrival support program, including live chat support, student call support, and new student advising sessions and webinars for approximately one-third of hours;
• Assist in the execution of Fall events as pre-planned in the summer months such as Orientation, and all August-November events and programs;
• Assist in the planning and execution of Winter events December-February;
• Assist in the planning and execution of Fall and Winter online campaigns such as the International Student Profiles;
• Assist with all tasks required to plan, promote and execute on and off-campus events, such as staffing, budget, supplies, marketing and advertising, etc.;
• Create timelines and critical paths based on the themes and goals of the IEC programs;
• Contribute ideas towards new events, programs or initiatives the IEC could undertake;
• Liaise with campus partners, student groups and student clubs to develop and advance the mission of the International Education Centre and increase cross-department collaboration for the International Programs Portfolio;
• Maintain flexible availability in order to hold office hours, attend team meetings and one-on-one meetings with team assistants, and attend programming;
• Act as a point of contact for students involved in IEC programming by providing connections to on and off campus resources;
• Refer to University policies to answer questions and inform students;
• Monitor UofT email account daily for work-related emails;
• Act as a mentor for the team assistants, providing peer support and guidance;
• Additional duties as assigned by the supervisor(s) based on changing priorities.

EMPLOYER CONTACT INFORMATION:
Julie Guindon, Student Development Coordinator, International Programs
julie.guindon@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.