
SUMMER RENUMERATION: Salary $15 per hour. The hours of work expected of a summer position is Monday to Friday, 10:00am-4:30pm, with a minimum of one evening shift per week for a total of 30 hours per week during the contract period.

REPORT TO: The Connect Assistant reports to the University of Toronto Mississauga Centre for Student Engagement and directly to the Student Engagement Coordinator, Academic Coaching. The supervisor will provide training, support, and assistance in the execution of their responsibilities.

Please note that this position is dependent on funding approval.

POSITION SUMMARY:
The Connect Assistant will support the UTM Connect program that utilizes outreach to academically vulnerable students going into second year. These outreach measures will seek to support students in scheduling appointments with advisors who will provide further support. Additionally this position will support other initiatives related to transition and support of UTM students.

Recent graduates are eligible and encouraged to apply for these positions.
Must have a minimum CGPA of 2.0.
Selection for this position includes an application and interview process.

REQUIRED SKILLS:
- Student or recent graduate of UTM in good academic standing;
- Cross-cultural awareness;
- High commitment to ethics and professionalism;
- Strong oral and written communication with high attention to detail;
- Sound judgment, problem-solving abilities and ability to remain calm under pressure
- Excellent time management and ability to prioritize multiple tasks;
- Knowledge of the campus and its resources.

RESPONSIBILITIES:

A. STUDENT OUTREACH
• Contact identified students through phone and email and provide meaningful interactions to guide decision making and resource referral;
• Schedule appointments with next step referrals using the booking system and coordinate phone or zoom meetings;
• Connect students to other resources as required (ie. Students in crisis);
• Track and report on all interactions and;
• Support the development and assessment of UTM Connect.

B. PROMOTION & EVENT COMMITMENTS
• Support Orientation, pre-arrival activities and workshops as required

C. COMMUNICATION
• Refer to University policies to answer questions and inform students;
• Be respectful and professional at all times; and
• Monitor U of T email account daily for work-related emails.

D. TEAM DEVELOPMENT
• Attend and contribute at regular team meetings as well as at one-on-ones with supervisor; and
• Participate in team socials and team building.

E. ADDITIONAL DUTIES
• Additional duties as assigned by the position’s supervisor