The International Student Services Office (ISSO) offers an exciting, full-time, professional opportunity to one Assistant, International Summer Projects. The successful candidate will work to support programs that facilitate the transition to university life in Canada of new undergraduate and graduate international and exchange students.

Full time hours would consist of Monday to Friday 8:30 a.m. to 4:30 p.m. until the end of August and as many work hours as possible during the month of September.

**CORE RESPONSIBILITIES**

- Assist ISSO staff in responding to questions from parents, students, members of the university, and the general public in person, via email or on the telephone
- Provide administrative support to full-time ISSO staff, including but not limited to, responding to emails and queries, filing, distributing promotional material, and setting up for ISSO events
- Provide coverage at the ISSO front desk during lunch hours and at other key busy periods
- Assist in delivering immigration, exchange, programming, and UHIP administrative support, as well as developing information services in consultation with ISSO staff
- Assist with ISSO communications and event planning, by providing support with social media accounts, and assistance with Orientation and programming for the 2020/2021 academic year
- Be a resource for and help connect incoming students with the university prior to their arrival in Ottawa.
- Collect and assemble all faculty and departmental information for orientation packages
- Liaise with other student fall orientation planning committees
- Assist with other administrative tasks and projects as required

**REQUIREMENTS**

- Enrolled as a full-time student at Carleton University for the upcoming Fall 2020 Semester
- In good academic standing (as defined in the Carleton University Undergraduate Calendar)
- Excellent communication (verbal and written), interpersonal, and group process skills
- Strong organizational and problem-solving skills
- Detail orientated and strong data management skills
- Ability to work well under pressure and on competing priorities
- Knowledge of the University, its administrative processes, and the various services that are offered to students
- Sensitivity to the needs (academic, social and emotional) of new international and exchange students
- High level of professionalism, and a strong understanding of customer service
- Ability to be an ambassador for Carleton University
- Event planning or similar organizational experience
- International experience an asset and knowledge of processes applicable to international students an asset

Thank you for your interest in the ISSO’s Summer 2020 International Summer Projects Assistant role. Please review the core responsibilities and apply here by Friday, March 27th at midnight.

If you have questions about this position or the process, please email isso@carleton.ca.
APPLICATION INSTRUCTIONS

• Applications for this position can be submitted online here
• Your application must include a cover letter including your experiences and suitability for the position and a copy of your resume
• The deadline to apply is Friday, March 27th, 2020 at midnight