The International Student Services Office (ISSO) offers an exciting full-time summer work opportunity for one (1) Student Coordinator - International Summer Projects. The successful candidate will work to support programs that facilitate the transition to university life of new undergraduate and graduate international and exchange students.

The Student Coordinator - International Summer Projects works as part of the ISSO team to support initiatives and projects that help prepare incoming international students for success at Carleton University. This year, the Student Coordinator will play a major role in developing and executing the I-Start International Student Online Orientation, including:

- Liaising with campus partners to update content
- Creating, editing, and presenting new video content for an online Brightspace Course
- Tracking, monitoring, and evaluating student engagement in the program
- Supporting the development and execution of synchronous orientation and transition events

Additionally, this role will provide frontline reception support by responding to inquiries in person, via email, or on the telephone. The successful applicant will be required to provide accurate and detailed information to international and exchange students, visiting researchers, professors, staff, parents and visitors to the ISSO.

The Student Coordinator reports to the International Student Support Coordinator at the ISSO and will work 35 hours a week. Full time hours would consist of Monday to Friday 8:30 a.m. to 4:30 p.m. EST from early May (start date flexible) until September 9th. This position will be expected to flex their work hours from August 28th to September 6th to accommodate early morning, late evening, or weekend programming for International Welcome Week support.

This position is intended to be an on-campus position, however, Carleton University will continue to follow public health guidelines. The Student Coordinator is required to be in Ottawa to fulfill their responsibilities.

**CORE RESPONSIBILITIES**

- Assist ISSO staff in responding to questions in person, via email or on the telephone, including providing coverage of the ISSO inbox and checking phone messages at key busy periods and during staff breaks
- Support the execution of the I-Start Orientation program on the Brightspace platform, including: liaising with campus partners to coordinate content updates; updating, recording, and editing new video content; and supporting assessment of participants’ learning
- Support the development and execution of online transition events, including: determining appropriate platforms for events; presenting and facilitating content; and liaising with campus partners
• Provide administrative support to full-time ISSO staff, including but not limited to, responding to emails and queries, sending event reminders, and distributing promotional material
• Assist in delivering exchange, programming, and UHIP administrative support, as well as developing information services in consultation with ISSO staff
• Be a resource for and help connect incoming students with the university prior to the beginning of the school year, including through the creation of engaging online environments
• 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 2022 Semester
• In good academic standing (as defined in the Carleton University Undergraduate Calendar)
• Knowledge of the University, its administrative processes, and the various services that are offered to students
• Must have comfort and ability to participate in video and voice recording content while also facilitating video conferences
• Successful candidates must provide a Vulnerable Sector Police Record Check and will undergo a Judicial Review by the Office of Student Affairs

Required Skills For the Position
● Be welcoming and open-minded
● Dependable, punctual, and reliable
● High level of professionalism, and a strong understanding of customer service
● Have the ability to effectively work under pressure on competing priorities, in independent and team environments
● High level of detail essential
● Strong organizational and time management skills
● Strong oral and written communication skills
● Sensitivity to the needs (academic, social and emotional) of new international and exchange students

Required Experience For the Position
● Event planning or similar organizational experience
● Experience in developing, recording, and editing video content
● Experience navigating online Learning Management Systems (cuLearn, Brightspace) etc.
● Experience with data management (tracking using Excel spreadsheets, etc.)
● Experience working and communicating across cultures

Additional Assets
● Personal experience with intercultural transition (being an international student, living or studying abroad, etc.) an asset
● Knowledge of international student services and processes (ex. accessing UHIP) an asset
● Previous experience participating in, or facilitating, equity and inclusivity focused programming an asset

APPLICATION INSTRUCTIONS
• Applications for this position can be submitted online here (link opens new tab)
• Your application must include a cover letter (maximum one page) including your experiences and suitability for the position and a copy of your resume
• Students are recommended to review Career Services’ resume and cover letter resources.
• The deadline to apply is Friday, March 4, 2022 at 4:00 pm.