QUIC STUDENT ASSISTANT
FALL/WINTER 2020-21

DEPARTMENT: Queen’s University International Centre (QUIC)

WORK PERIOD: Fall-Winter 2020-2021 (September 1 - April 30)
Note: Training dates August 24 - 31, 2020

SUPERVISOR: Front Office Administrator

ELIGIBILITY: Queen’s University Student - must be enrolled for Fall/Winter 2020-21
Work-Study Program - entitlement is encouraged but not required

RATE OF PAY: $14.60/hour; approximately 120 - 200 hours (minimum 3 hours/week
with the possibility of additional hours during Orientation and events)

APPLICATION DEADLINE: March 15, 2020

JOB SUMMARY:
The QUIC Student Assistant is a member of the student team who assist in the daily operations at QUIC
(Monday-Friday 8:00am-4:30pm) which includes: Front Office Welcome/Reception, Health Insurance
(UHIP) support and facilities set-up/close-up.
The student team also assists with various QUIC programs, events and services (which may include
additional daytime, evenings and weekend shifts).

DUTIES AND RESPONSIBILITIES:
• Receive and welcome international and Canadian students and visitors to QUIC;
• In a team and individually, provide information and directions to students and visitors;
• Answer general and UHIP health insurance inquiries (walk-in and phone calls);
• Provide housekeeping support (including kitchen, hall and lounge set-up and clean-up);
• Assist with various QUIC programs, workshops and social events (with leadership opportunities);
• Continuously promote QUIC events/programs on social media and in student networks;
• Other duties as required in support of international student programing related to a sense of
belonging, social and academic transition, and student wellness.

SKILLS REQUIRED:
• Excellent verbal communication skills;
• Clear voice, accuracy and attention to detail;
• Some experience in welcome/reception, administrative duties and/or housekeeping;
• Patience, tact and discretion in giving/taking information to/from visitors to the Centre;
• Ability to adhere to strict confidentiality as required;
• Respect for people whose background may be different from your own;
• Desire to learn and further develop transferable skills;
• Involvement in campus community and student networks/clubs would be an asset;
• Knowledge of the International Centre and its operations would be an asset.
POSITION BENEFITS:

- Receive training from QUIC (job specific, on-line modules and intercultural);
- Become part of extended international community at Queen’s;
- Welcome new International Students to Queen’s and meet people from around the world;
- Support your peers’ transition to Queen’s and to Canada;
- Develop transferable communication, leadership and intercultural skills;
- Learn about diversity and inclusion at Queen’s;
- Access professional development opportunities within Queen’s Student Affairs.

HOW TO APPLY:

Complete the online QUIC Job Application Form and upload your Cover Letter and Resume: https://queensu.qualtrics.com/jfe/form/SV_3mAbS4EOdUhQKPz

NOTE: only those selected for an interview will be contacted by QUIC

Work Study Entitlement

If you are taking part in the Work Study Program, you will be asked to submit confirmation to QUIC that you have applied for a Work Study Entitlement – program details are available at: https://www.queensu.ca/studentawards/financial-aid/queens-financial-aid/work-study-program

ADDITIONAL INFORMATION:

Cover Letter – in addition to telling us about why you would like to work at QUIC, we suggest that you include the following information if applicable (in bullet form and include group/team/club names and services/activities in descriptions):

- (Example) Queen’s Involvement (Are you a member? Do you attend events?)
  - AMS/SGPS Clubs
  - Academic/Athletic Teams
  - Other groups/teams/clubs

- (Example) QUIC Experience
  - Use of QUIC Services? (Orientation, UHIP, ISA, ECG, or other?)
  - Participation in Training/Information Workshops and/or Social Events?

Resume – in addition to your contact and education information, we suggest that you include the following information (in bullet form) if applicable:

- Previous Employment
  - Queen’s University
  - Community

- Volunteer Experience
  - QUIC and/or Queen’s University
  - Community

Career Services - Resumes, CVs & Cover Letters:

https://careers.queensu.ca/students/looking-job/job-search-tools/resumes-cvs-cover-letters