DEPARTMENT: Queen’s University International Centre (QUIC)

WORK PERIOD(S): Spring-Summer 2020 (May 1 – August 31)
PLUS Fall-Winter 2020-2021 (separate application available here)

SUPERVISOR: Front Office Administrator

ELIGIBILITY: Queen’s University Student - must be enrolled for Summer 2020 Work-Study Program - entitlement is required

RATE OF PAY: $14.60/hour (includes vacation pay); approximately 60 –100 hours (minimum 5.5 hours/week with additional hours available for 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_5yxBAlcHbEp3dRz

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

Required - Work Study Entitlement
You will be asked to submit confirmation to QUIC that you have applied (and have received approval) 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