



## Queen's University International Centre

**SUPERVISOR: Front Office Administrator**

- WORK PERIOD(S):** Fall - Winter 22-23
- ELIGIBILITY:** Queen's University Student - must be enrolled for Fall-Winter 2022  
Work-Study Program - entitlement is required
- RATE OF PAY:** \$15/hour (includes vacation pay); approximately 60 –100 hours  
(minimum 3.5 hours/week with additional hours available for events)

**APPLICATION DEADLINE: July 29, 2022**

### **JOB SUMMARY:**

The QUIC Student Assistant is a member of the student team who assist in the daily operations at QUIC (Monday-Friday 8:30am-4:30pm) which includes: Front Office Welcome/Reception, monitoring QUIC emails, Health Insurance (UHIP) support, and 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 (online, 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 programming 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:**

[QUIC Job Application Form](#)

**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>

“In order to address the unique needs and concerns of international students, this opportunity is open primarily to qualified individuals who self-identify as international students and temporary residents who hold a valid study permit. QUIC's preference is given to applications received from international students. This initiative follows the provisions of a special program and special employment as outlined by the Ontario Human Rights Commission: <http://www.ohrc.on.ca/en/your-guide-special-programs-and-human-rights-code>

### 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 (in bullet form) if applicable:

- (Example) **Queen's Involvement** (Are you a member? Do you attend events?)
  - ✓ AMS/SGPS Clubs
  - ✓ Academic/Athletic Teams (include group/team/club names)
  - ✓ Other groups/teams/clubs (include group/team/club names)
- (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 or Community
- **Volunteer Experience**
  - ✓ Queen's University or Community

### Career Services - Resumes, CVs & Cover Letters:

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

Queens University is committed to employment equity and diversity in the workplace and welcomes applications from individuals from equity seeking groups such as women, racialized/visible minorities, Indigenous/Aboriginal peoples, persons with a disability, persons who identify in the LGBTQ+ community and others who reflect the diversity of Canadian society.



STUDENT AFFAIRS

QUEEN'S UNIVERSITY  
INTERNATIONAL CENTRE