

Job Title:	Tutoring Program Assistant
Department:	Campus Housing – Student Development & Residence Experience (SDRX)
Reports To:	Program & Resources Coordinator – Residence Learning
Pay rate:	Ontario minimum wage
Effective Date:	Fall & Winter terms

Primary Purpose

The Drop-in Tutoring program provides students with a welcoming environment where students receive support and are encouraged to develop their academic skills. Campus Housing collaborates with faculty partners as well as the Student Success Office to promote tutoring to first-year students seeking additional support. Drop-in Tutoring is open to all University of Waterloo students, regardless of residence.

The Tutoring Program Assistant will serve as the room host to support the coordination, delivery, and evaluation of the Drop-in Tutoring offerings. The position will work with the Program and Resources Coordinator, Tutors, and Student Success Office staff to support the needs of tutoring participants.

The Tutoring Program Assistant is part of an interdependent and collaborative team committed to integrating the student voice and connecting research and evaluation to our practice to continuously build on our understanding of our students' wants and needs and on our knowledge of how living environments contribute to student success.

Key Accountabilities

Administration and Assessment

- Participate in discussions with the Program and Resources Coordinator related to program evaluation, and provide suggestions for program improvement, based on data collection.
- Maintain open communication with the Program and Resources Coordinator and provide ongoing feedback regarding the tutoring program and experience.
- Respond promptly to email communication from Program and Resources Coordinator.

Tutoring Session Coordination and Delivery

- Prepare room for Tutors, SSO staff, and tutoring participants including room set-up, signage, and sign-in area.
- Facilitate short in-person surveys with tutoring participants to collect data and stories to better understand students' experiences participating in Drop-in Tutoring.
- Resolving technical support and training to ensure a positive learning environment for students.
- Triage and address student questions relating to tutoring staff, tutoring offering, course content, navigating residence, and campus resources.
- Follow residence processes regarding key sign-out, equipment sign-out, and room usage.
- Ensure students follow residence policies in common spaces and are respectful of the space.
- Arrive on time for scheduled shifts.
- Communicate any program or session changes to Drop-in Tutoring participants

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

Be a current undergraduate student, at least 2A of any academic program at the University of Waterloo

Experience

Previous customer service, event planning, and/or facilitation experience is preferred

Knowledge/Skills/Abilities

- Excellent verbal and written communication skills
- Attention to detail and strong organizational capabilities
- Proven leadership ability
- Ability to work independently and as a member of a team
- Sound judgment and problem-solving skills
- Sincere desire to help others
- Some technical skills is an asset (e.g. using projectors/audio-visual equipment).

Nature and Scope

- **Contacts:** Variety of formal and informal contacts with students, Tutors, Program and Resources Coordinator and Student Success Office Staff
- **Level of Responsibility:** The Tutoring program assistant is responsible for managing the room in which the tutoring experience is hosted as well as collecting data from first-year students attending the Drop-in Tutoring Program.
- **Decision-Making Authority:** Facilitation and execution of hosting sessions, solving technical issues.
- **Physical and Sensory Demands:** Attention to detail, minimal demands typical of a position operating within a moderate to fast-paced service-oriented environment.
- **Working Environment:** Evening and weekend work required. On campus work environment will depend on university and public health guidance.

Please address any questions to hirehousing@uwaterloo.ca