The Role

• Provide leadership to the Usher Team on-site and problem solve accordingly.
• Convocation Ushers ensure the smooth running of the event by guiding guests to key locations and accurately answering questions at the ceremony.
• Act as the primary point of contact for graduands and guests during a stressful and exciting day. Maintain professionalism and unwavering kindness to provide a positive experience.
• Ushers represent the University to thousands of newcomers to campus; excellent customer service skills are required.

The Commitment:

• Review an orientation video (provided in advance of training).
• Attend a mandatory one-hour training session.
• Commit to a minimum of two shifts (ceremonies).
• Note: there are 4 ceremonies taking place October 20th – October 21st.

Shift times:
• 08:45 a.m. - 12:45 p.m.
• 01:15 p.m. - 05:15 p.m.

The Experience

• Great opportunity to enhance your skillset and support a special community event.
• Expand your professional and social networks. Connect with new graduates, staff, faculty, leadership and other volunteers across campus.
• Experience the celebration and excitement that comes with the graduation of our students.
• Receive a written letter of appreciation that you can use for your annual performance appraisal.
• Note: this role will wear a robe during the ceremony, remain standing for long periods and be in close proximity with others.

For more information please email: ambassadors.convocation@uwaterloo.ca.