GENERAL ACCOUNTABILITY

The Business Language & Leadership Program (BLLP) is an intensive three-week program for approximately 35-40 students from Rikkyo University in Japan, focusing on business development and leadership skills. Students will work on a business proposal that they develop and present at the end of the three weeks. By engaging in the various classes, the students will incorporate these new learnings into their final presentation. As a Peer Leader, you will assist with the execution and assessment of this program.

The Renison English Language Institute is recruiting a team of six (6) upper-year students to serve as our Business Language & Leadership Peer Leaders for the August 2020 program. The Peer Leaders will work 35 hours per week and the work schedule will fluctuate and, as such, hours could include, but are not limited to, mornings, lunches, evenings, and weekends. Split shifts in the same day may be necessary in order to attend classes alongside the students and providing advising support during the evenings for their project.

This is not a live-in position.

As a BLLP Peer Leader we need you to:

- **Exhibit strong peer mentorship skills**: you must have an eagerness to want to mentor and support international students studying from Japan.
- **Be outgoing**: you won’t be expected to lead cheers, but we need you to feel comfortable guiding groups for bus trips, provide directions during events, and feel comfortable to approach students to invite them to participate in events or engage in small talk conversations.
- **Know international students**: you must have a desire and passion for helping international students and English Language Learners, and have a working knowledge of the needs of this group of students.
- **Be a positive role model**: we need you to possess the skills needed to be a successful student, both personally and academically, and exhibit awareness and knowledge of strategies for academic and personal success as a student. This also means you must be in good academic standing.

Preference will be given to students with international or cross-cultural experience, and/or additional language competencies. This position is ideal for students with strong student leadership and/or entrepreneurial experience, and a good understanding of the international student experience.

This position receives operational direction from the Student Experience Manager and Student Experience Coordinator.

NATURE & SCOPE

The position of the BLLP Peer Leader requires the ability to provide guidance and support to our students related to their academic, cultural, social, and interpersonal transition into the University of Waterloo.
Interpersonal Contacts: this position requires the incumbent to work collaboratively with a team of BLLP Peer Leaders, Student Experience Coordinator, and Student Experience Manager. The successful candidate must possess excellent interpersonal and mentorship skills in order to carefully understand, assess, and recommend supports and resources to support students in their personal and academic success.

Decision-Making Authority: this position possesses decision-making authority based on established policy and procedure; complex and non-routine issues involve consultation with appropriate personnel. Required to investigate issues and provide explanation or suggestions as able.

Level of Responsibility: this role has defined duties and responsibilities and receives direct supervision. The BLLP Peer Leaders will be responsible for coordinating social event programming and peer mentorship support for students in our language programs. Additionally, some guidance and support is provided to students regarding their academic, cultural, social, and interpersonal transition during their time at Renison University College. There are no direct reports. Job challenges include a thorough understanding of cross-cultural awareness and an understanding of available resources in order to provide support to ensure student success.

Physical and Sensory Demands: working in an office environment with the majority of time standing or sitting with some computer use. Some physical work as may be required when preparing for workshops or special events.

**KEY ACCOUNTABILITIES**

**Connect with Students**
- Encourage an inclusive and welcoming environment by being a positive, supportive individual for students to approach with questions or concerns.
- Serve as an accessible point of contact to support BLLP students, to assist in meeting their social, cultural, and academic needs.
- Interact in person with students on a near-daily basis (including classes, meals together, events, trips, team meetings, etc.).
- Build prosocial relationships with students to identify issues/challenges they may be facing.

**Social/Cultural Student Development Programming**
- Support in the coordination and delivery of social programming to ensure a positive student experience at Renison University College.
- Attend bus trips and serve as a chaperone for off-campus social events (e.g. Canada’s Wonderland, Niagara Falls, Toronto, etc.).
- Promptly submit pre- and post-programming documentation, including attendance numbers, as directed by the Student Experience Coordinator and Student Experience Manager.

**Project Management Support**
- Each BLLP Peer Leader will be assigned to lead a group of students who have been tasked to complete a team project that focuses on business development for a local business/company in Waterloo Region.
- Meet with the assigned students as needed to support their team project; including problem solving, environmental scans, academic integrity, presentation skills, and keeping the team on track with their goals.
- Offer solutions to students to best meet their unique needs and provide coaching on how to develop a plausible business venture through market conditions, research, funding, etc.
- Join the students in their classes to ensure an overall understanding of the student’s end project goals are understood.
- Actively manage your group of students to ensure project time is being used wisely.

**Documentation and Administration**
• Work with the Student Experience Manager and Student Experience Coordinator to document relevant programming approaches, logistics, event/program attendance and outcomes.
• Where necessary, support pre-program logistics and preparations (gathering event materials, signage, etc.).

Communications
• Regular (daily) formal and informal communication with BLLP students (meetings, social media communications, etc.).
• Respond to any and all communications from students and your supervisor within one business day. Please note you may have to reply earlier for issues that need immediate attention.
• Utilize social media platforms (e.g. LINE – Japanese social media app) and emails to interact with students and promote BLLP events several times each week; interact regularly with BLLP students via LINE, including during unscheduled hours.
• Attend any events and team meetings scheduled by the Student Experience Manager and Student Experience Coordinator.

QUALIFICATIONS
• Registered UWWaterloo student in good academic standing with a minimum average (in both semester and cumulative) of 65% (preference will be given to students in their 2A term or higher). Students with an interest in business considered an asset.
• Experienced student leader with a strong knowledge of the University of Waterloo campus and its entrepreneurial ecosystem.
• Cross-cultural experience participating in international or cross-cultural living and learning opportunities is considered an asset; ability to approach cross-cultural communication and inter-group dynamics with sensitivity and respect.
• Standard First Aid and CPR/AED training considered a strong asset.
• Knowledgeable of the needs of international students and English Language Learners.
• Experienced in event management and execution.
• Strong organizational skills and capable of managing multiple demands simultaneously with accuracy and attention to detail.
• Excellent problem-solving skills and good judgment; ability to think on your feet and navigate difficult discussions or situations with diplomacy and tact.
• Creative and adaptable under pressure.
• Strong customer-service orientation.
• Experience using Microsoft Office Suite (specifically Microsoft Word, Excel and PowerPoint).
• Previous experience in a student-coaching role considered an asset.

BENEFITS
In exchange for accepting the position, a BLLP Peer Leader will be compensated $14 per hour (in addition to vacation pay, less deductions as required by law). You will be scheduled to work approximately 35 hours per week. Extra-curricular excursion costs including transportation and entrance fees will be provided by Renison. For any trip or excursion that exceeds six hours in length, a flat rate of $100 will be paid to all student staff who participate in the trip. Regular meals, bus transportation, and ticket charges (ex. Canada's Wonderland ticket) will be paid by Renison.

POLICIES OF RENISON UNIVERSITY COLLEGE
The BLLP Peer Leaders are to act as role models for all students at all times. Any violation of Renison University College rules, negligence in informing the Manager, Student Experience of violations of policy, negligence in abiding by the terms of this agreement, or conduct unbecoming of a Peer Leader is considered dereliction of Peer Leaders’ duties. Dereliction of duties may result in termination of the appointment.
WORKING CONDITIONS

Travel: Minimal
Working Hours: Inconsistent working hours; shifts may be scheduled for a minimum of 1 hour in between class schedule, to all-day events on weekends. A monthly schedule will be set in advance.
Risks – physical and psychological:
Psychological risks:
  • This role involves exposure to stress and interactions with students who are upset or unstable due to being under time and/or financial pressures, or who are dealing with culture shock, irregular and/or high volumes, multiple and/or tight deadlines beyond one’s control.

REQUIRED DATES
In order to apply for this position, it is expected you are attend in person the following training dates and work dates.

Required dates include:
  • BLLP Peer Leader Training: July 28, 29
  • Intercultural Development Inventory Training: June 30
  • Advising Training: July 30
  • Regular work schedule will begin as of July 31
  • Last day of employment will be August 24

APPLICATION PROCESS
Applications for the Business Leadership Program Peer Leaders will be open until 11:55pm on Wednesday, March 4, 2020. To apply, please complete the application form on LEADS and be sure to submit your resume and cover letter.

Interested applicants can contact Ryan Connell (ryan.connell@uwaterloo.ca) for more information and/or questions. Please note only successful applicants will be contacted for an interview.