

POSITION TITLE:	Business Leadership Peer Leader
DEPARTMENT:	English Language Institute
REPORTS TO:	Manager, Student Experience
EFFECTIVE DATE:	July 23, 2018 – August 24, 2018

GENERAL ACCOUNTABILITY

The Business Leadership Program is an intensive three-week program for approximately 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 eight (8) upper-year students to serve as our Business Leadership Peer Leaders for the August 2018 program. ***The Peer Leaders will work 35 hours per week and live on-site at an on-campus student residence during the duration of the program. The work schedule will fluctuate and, as such, hours could include, but are not limited to, mornings, lunches, evenings, and weekends.***

Business Leadership Peer Leaders must exhibit strong mentorship skills and facilitation experience. They must have a desire and passion for helping international students and English Language Learners, and must have working knowledge of the needs of these students. They must be positive role models both personally and academically, and exhibit awareness and knowledge of strategies for academic and personal success. They 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 a strong knowledge of campus services and resources, student leadership and/or entrepreneurial experience, and a good understanding of the international student experience.

This position receives operational direction from the Housing and Activities Specialist.

NATURE & SCOPE

The position of the Business Leadership 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 Business Leadership Peer Leaders and the Housing and Activities Specialist. 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 Business Leadership 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

- Serve as an accessible point of contact to support Business Leadership Program students, to assist in meeting their social, cultural, and academic needs.
- Cultivate an inclusive and welcoming environment for students to approach with questions or concerns.
- Interact in person with students on a near-daily basis (including classroom visits, meals together, events, trips, team meetings, classes, 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 support students in their transition to Renison University College, and work with the Housing and Activities Specialist to determine appropriate social programming that match students' needs and interests.
- Plan opportunities for students to engage socially with other English-speaking students.
- Attend bus trips and serve as a chaperone for off-campus social events (e.g. Uptown Waterloo, Niagara Falls, Toronto, etc.).
- Promptly submit pre- and post-programming documentation, including attendance numbers, as directed by the Housing and Activities Specialist.
- Provide additional support in the coordination and leadership of a volunteer program, called International Social Volunteers, consisting of English speakers who join in the various planned events to help our Business Leadership Program students practice English.

Project Management Support

- Each Business Leadership Program Peer Leader will be assigned to lead a group of students who have been tasked to complete a team project.
- Meet with the assigned students as needed to assist in the development of their team project; including social integration, problem solving, academic integrity, and procrastination.
- Offer solutions to students to best meet their unique needs and assist in coaching on how to come up with 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 is understood.
- Gather existing academic skills content, including handouts and PowerPoint presentations, to assist in providing academic skills resources for programs.
- Actively manage your group of students to ensure project time is being used wisely.

Documentation and Administration

- Work with the Housing and Activities Specialist 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 (weekly) formal and informal communication with Business Leadership students (meetings, newsletters, email updates, social media, 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.
- Seek out individuals who frequently miss planned events for whom there is a specific concern.
- Utilize social media platforms (e.g. Facebook) and emails to interact with students and promote Business Leadership Program - specific events several times each week; interact regularly with Business Leadership students via Facebook, including during unscheduled off-hours.
- Attend any events and team meetings scheduled by the Housing and Activities Specialist.

QUALIFICATIONS

- Registered UWaterloo 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.
- 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 Business Leadership Program 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. However, the role may require you to perform additional support for students in off-hours as needed. As such, Peer Leaders will also be compensated with a room residence contract (includes accommodations and a meal plan) for the duration of the Business Leadership Program, along with coverage of any extra-curricular excursion costs including transportation, meals and entrance fees. The room residence contract is a taxable benefit for income tax purposes; you will receive a T4A at the end of the year. 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 Business Leadership Program 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

Required dates include:

- Business Leadership Program Assistants Training: July 23-27, 2018 (3 hours daily during the week)
- Move in to on-campus student residence: July 30, 2018
- Last day of employment: August 22, 2018

APPLICATION PROCESS

Applications for the Business Leadership Program Peer Leaders will be open until 11:55pm on Sunday, March 11, 2018. To apply, please complete the application form on LEADS and be sure to submit your resume and cover letter.

Interested applicants can contact Jennifer Burton (jburton@uwaterloo.ca) for more information and/or questions. Please note only successful applicants will be contacted for an interview.

Application Form Information:

First Name*

Last Name*

Preferred Name

UW Student ID Number*

UW User ID (Quest ID)*

Program

Faculty*

Year/Term (e.g. 2B)

Will you be a registered UWaterloo student on a school term in Spring 2018?*

- Yes
- No

Student Status*

Contact Information

E-mail Address*

Current Phone Number (including Area Code)*

Application

In 250 words or less, tell us about your experiences participating in international or cross-cultural living and learning opportunities.*

In 250 words or less, please describe how your experiences at the University of Waterloo, and any other experiences you have, make you the ideal candidate for this particular position.*

In 250 words or less, please describe any student leadership roles you have held, and/or your experience mentoring or managing others.*

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In 250 words or less, why are you interested in the role of Business Leadership Program Assistants?*

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Please upload your cover letter and resume in one document (PDF or Word).*