

POSITION TITLE:	Student Experience Peer Leader (Mature Students and Online Learners)
DEPARTMENT:	Student Experience and Housing
REPORTS TO:	Student Advisor
EFFECTIVE DATE:	August 25 – December 19, 2025

GENERAL ACCOUNTABILITY

Are you an outgoing senior Waterloo student who has experience and interest in supporting mature students and online learners studying at Renison? This job as a Student Experience Peer Leader may be the right fit for you!

Renison Student Experience and Housing is recruiting one (1) senior Waterloo student to serve as a Student Experience Peer Leader from late August to late December 2025. The chosen student staff member will work approximately 3-5 hours per week both in person and virtually.

The Student Experience Peer Leader will be a part of the Renison Student Experience and Housing Team, which is tasked with building a strong Renison community, enhancing the student experience and fostering student development through targeted programming. Peer Leaders will work in collaboration with other student leaders under the operational guidance of the Student Advisor.

As a Student Experience Peer Leader, we need you to:

- **Be outgoing:** you will be working with the Student Experience and Housing Team to deliver variety of programming initiatives to support mature students and students in enrolled in online courses at Renison. We need you to feel comfortable facilitating both in-person and some virtual events. During this, you will demonstrate a warm, welcoming attitude for every student. You will need to feel comfortable communicating with students to invite them to participate in events or engage in small talk conversations.
- **Build a sense of community:** Provide opportunities for mature students and online students to feel a sense of connection and belonging to Renison, and feel confident that they have access to support within our community. Support the concept of community living by encouraging cooperation, respect, and community spirit through their interactions and example. Foster and help develop interpersonal connections amongst all members of the Renison community.
- **Be a positive role model:** we need you to possess the skills needed to be a successful student, both personally and academically. You must exhibit awareness and knowledge of strategies for academic and personal success as a student.
- **Be legally able to work in Canada:** you must have a Social Insurance Number to fulfill the position.

NATURE & SCOPE

The position of Student Experience Peer Leader is tasked with developing the student experience and fostering student development through targeted programming.

- **Interpersonal Contacts:** this position requires the incumbent to work collaboratively with a team of other Peer Leaders and the Student Advisor. The successful candidate must possess excellent interpersonal and mentorship skills to carefully understand, assess, and recommend supports and resources to support students in their personal and academic success through event planning and implementation.

- 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.
- Level of Responsibility: this role has defined duties and responsibilities and receives direct supervision. The Peer Leader will be responsible for coordinating social and educational event programming for students.
- Physical and Sensory Demands: most of the time standing with some physical work will be required when preparing for events.

KEY ACCOUNTABILITIES

Connect with Mature Students and Online Learners

- Encourage an inclusive and welcoming environment by being a positive, supportive individual for students to approach with questions or concerns.
- Be accessible to students to assist in meeting their social and academic needs, through events as well as one-on-one meet-ups both in-person and virtually. This includes helping with questions related to life at the University of Waterloo and provide appropriate campus referrals when needed.
- Build prosocial relationships with students to identify issues/challenges they may be facing.

Event Coordination

- Responsible for the facilitation and oversight of events and workshops dedicated to supporting mature students and online learners at Renison, including Mature Student Coffee Chat, academic skills workshops, learning for university workshops, imposter syndrome workshops, etc.

Administrative

- Monitor and submit administrative documents such as proposals, reports, expenses, and receipts to the Student Advisor.
- Keep the Student Advisor informed in a timely manner and respond to his/her communications as soon as possible.
- Attend regular team meetings, one-to-one meetings, and in-service training sessions scheduled by the Student Advisor.
- Check e-mail and social media accounts daily to correspond with students, the Student Experience and Housing Team, and administrative staff.
- Participate in evaluation processes in an honest and constructive manner.

Confidentiality

- As an employee of Renison University College, a Peer Leader must respect confidentiality as per their training. This includes disclosing information of significance to the Student Advisor and respecting the Freedom of Information and Protection of Privacy Act.

QUALIFICATIONS

- Registered Waterloo 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). Peer Leaders must maintain [good academic standing](#) as per their faculty definition, as well as abide [by academic integrity policies](#). Failure to adhere to these conditions may lead to remedial action, up to and including dismissal.
- Experienced student leader with a strong knowledge of the University of Waterloo campus, Faculties, services, and resources.

- Awareness and knowledge of strategies that encourage personal and academic success.
- Experienced in event management and execution.
- Excellent communication skills, ability to take initiative, ability to work independently and as a member of a team, good judgment, detail oriented.
- 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.
- Lived experience as a mature student or an online learner in Renison courses is considered an asset.
- Comfortable using computer software, such as Microsoft Teams or Zoom, as well as social media like WhatsApp to communicate electronically with students and facilitate online events and activities.

BENEFITS

In exchange for accepting the position, a Student Experience Peer Leader will be compensated for \$17.20 per hour, in addition to vacation pay, by Renison University College.

POLICIES OF RENISON UNIVERSITY COLLEGE

Student Experience Peer Leaders are to always act as role models for all students. Any violation of Renison University College rules, negligence in informing the Student Advisor of violations of policy, negligence in abiding by the terms of this agreement, or conduct unbecoming of a Peer Leader, is considered dereliction of a Peer Leader's duties. Dereliction of duties may result in termination of the appointment and forfeit of income and allowances.

WORKING CONDITIONS

Travel: None

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. Hours will vary depending on times when students are not in class, including mornings, afternoons, evenings, or weekends.