Job Title: Student Experience Specialist
Grade: 14
Division/Department: Housing and Student Life
Reports to (title): Assistant Director, Housing and Student Life
Date of completion: May 12, 2022

General Accountability:
The Student Experience Specialist provides day-to-day operational guidance to a team of 1 full-time staff and student staff to oversee the execution of programs and initiatives that support in the transitional adjustment, educational success, cultural adjustment, language skill development, and leadership growth of both international and domestic students studying at Renison University College. Ensures all programming and support initiatives are executed to support the student success and wellbeing of students. Performs a variety of accounting and administrative duties under supervision.

This role reports into the Assistant Director, Housing and Student Life. In the Assistant Director, Housing and Student Life’s absence, this role will report into the Vice President, Community Education and Student Affairs.

The role provides operational guidance and support to 1 Student Experience Coordinator (1-year full-time role) and a team of Student Peer Leader staff (approximately 35 contracts issued annually) to ensure programs and supports are offered on an ongoing basis for students.

Key Accountabilities:

- **LEADERSHIP:** Provide leadership to the staff in the Specialist’s area of responsibility to achieve all goals and objectives of the Housing and Student Life team. Create and maintain positive working relationships by establishing a clear set of reasonable and mutually agreed upon expectations, effectively measuring and evaluating performance, and providing feedback. Provide solid training and development for all direct reports, leading to employee growth and improved performance at all levels of responsibility. Ensures best practices are held in the leadership and training of the Peer Leader teams to maintain excellent student staff mentorship. Coordinate job descriptions, recruitment, hiring, supervision, and performance evaluation of student staff on a termly basis, including providing necessary information to the Assistant Director, Housing and Student Life to draft contracts.

- **COMMUNICATION:** Manage the execution of targeted communications strategies for students, including electronic newsletter communications, website updates, and social media communications. Oversee social media engagement with internal social media app groups (WeChat, WhatsApp, LINE, Kakao, Facebook) and ensure accessibility of staff to provide quality customer service in responding to student inquiries and concerns. Ensure consistent communication of events and support information to students. Communicate necessary event and student support information to departmental staff. Manage the execution of targeted
communications strategies for students, including electronic newsletter communications, website updates, and social media communications.

- **PROGRAM ADMINISTRATION**: Attend regular meetings with Housing and Student Life team, English Language Institute staff, and degree program departments to ensure oversight and management of Student Experience services and programming that meet changing student needs. Oversee data management and assessment tools for Housing and Student Life programming, including data collection of feedback surveys, program participation, and conduct comparative analysis of program success in relation to co-curricular engagement. Ensure delivery of Orientation and End-of-term Celebration/Graduation processes for respective ELI programs informed by best practices, including logistics of celebrations, schedules, welcome packages, and pre-arrival communications. Gather invoices and payment requisitions to ensure proper payments for services rendered by external vendors and businesses.

- **EVENT MANAGEMENT**: Develop, initiate, plan implementation, and maintain strategies that ensure successful student experience programs based on both theoretical and practical information, and that programs are designed to foster student learning competencies of language skill development, academic and learning skill support, wellbeing support, leadership growth, and social development. Coordinate event logistics in partnership with Student Experience Coordinator by booking event venues, including spaces in Renison and the University; coordinating audio-visual requirement; purchasing food; coordinating event set-up and takedown; booking buses for transportation purposes. Develop registration sheets for paid student events, and managing online portal (Shopify) to collect money for paid student events. Liaise with stakeholders to coordinate guest speakers, tours of facilities, workshop delivery, and out-of-city excursion planning in various Ontario/Quebec destinations for respective events. Oversee risk management procedures to ensure safety and security of all participants in events, including risk assessments and the execution of waivers.

**Qualifications:**

- A College Diploma in a related discipline, such as Education, Social Work, Social Development, Leadership, or Higher Education is required. A Bachelor’s Degree is preferred.
- 3 years of progressive work experience in a related field of Student Affairs or Student Development.
- 2 years of work experience related to budget management and people management.
- Demonstrated organizational, budgetary and leadership skills
- Knowledgeable about student development theory, including the first-year student experience and international student experience, and has an awareness of the needs of first-year and senior students.
- Experience using software and programs such as Microsoft Office Suite and web-based applications (specifically Microsoft Word, Excel, Publisher, PowerPoint, and social media apps).
- Demonstrates strong organizational skills and an ability to manage multiple demands simultaneously while remaining detail-orientated and professional.
- Displays excellent problem-solving skills, strong judgement, professionalism, adaptability, and diplomacy.
- Approaches cross-cultural communication and inter-group dynamics with sensitivity and respect.
• Strong customer-service orientation, and adaptable to work in busy environments.
• Excellent oral and written communication skills.
• Demonstrated management and leadership skills; ability to direct, manage and motivate teams and individuals.

**Working conditions:**
Works in a variety of physical environments that may contain exposure to unpleasant conditions, requiring moderate physical effort. Requires moderate levels of sensory attention when completing activities, with moderate levels of mental stress.