

SAIT Students' Association

Job Description



Job Title:	<i>Office Assistant – Student Experience</i>
Reports to:	<i>Manager, Student Experience</i>
Direct Reports:	<i>N/A</i>
Position Type:	<i>Part-time, 20 hrs/week (10 month contract: August 2021 – June 2022)</i>
Travel Required	<i>None</i>
Location of Work	<i>Saitsa Student Resource Centre – SAIT Main Campus</i>

Job Purpose

Focusing on building positive experiences for SAIT students with Saitsa and our Resource Centre, the Office Assistant serves as a first point of contact for SAIT students and staff, community members and visitors to the Resource Centre. Supported by the Student Experience Department staff, and managed by the Manager of Student Experience, the Office Assistant provides excellent customer service interactions while handling front-desk inquiries via in-person walk-ins, email, phone, online chat engagement and other forms of engagement.

Duties and Responsibilities

Communication

- Provides professional and student-centric customer service to all visitors of the Saitsa Resource Centre; answering general inquiries, or providing general information on the programs and services offered through Saitsa and SAIT;
- Communicates professionally via email, phone and in-person;

Administrative

- Monitors and responds to inquiries via Saitsa's general information email account and online 'chatbot';
- Monitors organization's Locker System (emails, accounts, transactions, lock/locker complaints, etc.);
- Responsible for cash-handling, daily deposits, and Point of Sales (POS) system processes for Resource Centre transactions;
- Organizes and restocks office supplies
- Supports the office's printing and binding services and ticket/gift card sales;
- Supports the main-campus microwave cleaning processes.

Programming

- Directs students who are in need of emergency assistance to support services provided on campus and in the community, services such as: food bank, emergency grants/funding,

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finance management, sexual health services, counselling, Office of the Ombudsperson, etc.

- Assists students by providing basic information on the Student Health & Dental Plan and recognizes when to refer them to Saitsa's Wellness Coordinator;
- Supports the department's Good Food Box orders.

Other duties, as requested by the Manager, Student Experience

Qualifications

Education

- High-school Diploma required;

Knowledge, skills and abilities

- Ability to anticipate needs of customers, students and department staff is required;
- Ability to work in a self-directed manner, with the support of the Department's staff, is required;
- A desire to provide a positive customer service experience to the SAIT community and SAIT students is required;
- Capacity to work in a fast-paced environment with high-traffic times and a variety of responsibility is required'
- Strong communication, time management and organizational skills is required;

Proficiency in the use of computers

- Familiarity with Microsoft Office (especially Outlook, Word, and Excel) is required;

Personal characteristics

The Administrative Assistant should demonstrate competence in some or all of the following:

- **Adaptability:** Demonstrate a willingness to be flexible, versatile and/or tolerant in a changing work environment while maintaining effectiveness and efficiency.
- **Behave Ethically:** Understand ethical behavior and business practices and ensure that own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization.
- **Build Relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- **Communicate Effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- **Creativity/Innovation:** Develop new and unique ways to improve operations of the organization and to create new opportunities.

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- **Focus on Client Needs:** Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.
- **Foster Teamwork:** Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- **Leadership:** Positively influence others to achieve results that are in the best interest of the organization.
- **Make Decisions:** Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
- **Organize:** Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities
- **Plan:** Determine strategies to move the organization forward, set goals, create and implement actions plans, and evaluate the process and results.
- **Solve Problems:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- **Think Strategically:** Assess options and actions based on trends and conditions in the environment, and the vision and values of the organization.

Preference may be given to current SAIT students.

Working Environment

Working environment is primarily in a climate-controlled environment with minimal safety/health hazard potential. Sedentary, sitting, walking, occasional lifting, frequent reading and computer use. Potential to work some evenings/weekends during high demand periods.

Approved by:	Manager, Student Experience
Date approved:	<i>July, 2021</i>
Reviewed:	

To apply please email Colleen Burnett, Manager, Student Experience at colleen.burnett@edu.sait.ca by 4:00pm August 6, 2021.