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| **Job Title:** | *Student Experience Coordinator, Resources & Services* |
| **Reports to:** | *Assistant Manager, Student Experience* |
| **Direct Reports:** | *Part-time Hourly Staff* |
| **Position Type:** | *Full-Time, Salaried* |
| **Category:** | *Coordinator* |
| **Travel Required** | *Moderate (Satellite Campus Travel, Conferences, Training, Etc.)* |
| **Location of Work** | *Saitsa Resource Centre – SAIT Main Campus* |

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| **Job Purpose** |

The Student Experience Coordinator, Resources & Services (SECRC) reports to the Manager, Student Experience, and is a key member of the Student Experience Department. The SECRC is responsible for overseeing the day-to-day operations of the Resource Centre and supervising all Office Assistants and volunteers to ensure a high level of program and service delivery to students. The SECRC provides excellent customer service and is a key liaison for internal and external stakeholders. Furthermore, the SECRC is responsible for opening and closing the Resource Centre, ensuring safety protocols are followed, and cash management policies are obeyed. This position also supports other department programming, events, and initiatives.

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| **Duties and Responsibilities** |

**Leadership**

* Assists with recruitment and schedules part-time staff (Office Assistants) to successfully support the Resource Centre;
* Oversees the training and day-to-day tasks of part-time staff, volunteers and practicum students working in the Resource Centre;
* Acts as a contact person for both internal and external stakeholders.

**Volunteer Administration**

* Develops and maintains partnerships with stakeholders and various community partners to build a vibrant volunteer program;
* Oversees role-specific orientation and training to ensure the volunteer’s experience is meaningful while also supporting the *Ends*.
* Enhance and develop volunteer recruitment, engagement and retention strategies;
* Plans and executes recognition and appreciation of volunteers;
* Maintains volunteer records and creates statistical reports and volunteer program metrics.

**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 in-person, email, phone, and online platforms;
* Anticipates needs of customers and works to understand their situation to provide the most accurate information possible.

**Administrative**

* Ensures the Resource Centre and related spaces are presentable at all times (cleanliness/replenish display materials etc.)
* Supports the Assistant Manager of Student Experience with general accounting practices (receipt submission, etc.);
* Oversees the monitoring and administrative tasks of the 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;
* Monitors and organizes office supplies and equipment and orders when necessary;
* Coordinates the office’s printing and binding services and ticket/gift card sales;
* Oversees the main-campus microwave cleaning processes.

**Programming**

* Assists Student Experience staff with event set up/take down and other administrative tasks as required to support Peer Support Centre, Student Clubs and Volunteer programs;
* Assists students by providing information on the Student Health & Dental Plan
* Coordinates the department’s Good Food Box orders

*Other duties, as requested by the Manager, Student Experience.*

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| **Qualifications** |

***Education***

Post-secondary education in a related field is required

***Experience***

2 or more years of administrative experience in a non-profit organization is preferred but not necessary.

***Knowledge, skills and abilities***

* Knowledge of effective project management practices is an asset;
* Excellent interpersonal skills and a collaborative leadership style is an asset;
* Time management is required;
* 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;
* 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 preferred;

***Proficiency in the use of computers***

* Microsoft Office (Excel, Word, Power Point and Outlook)
* Professional and organized responses to online inquiries
* Ability to learn new online program management and ordering systems is required.

***Personal Characteristics***

The **Student Experience Coordinator** 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.
* **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:** Assesses options and actions based on trends and conditions in the environment, and the vision and values of the organization.

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| 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. Required to work some evenings/weekends for meetings, function attendance, and high demand periods, and travel to satellite campuses on a regular basis (vehicle not required). Moderate overnight travel to attend conferences, retreats and training.

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| **Approved by:** | *Rachel Paris*  *Director, Student Services* |
| **Date approved:** | *August 25, 2022* |
| **Reviewed:** | *N/A* |