Position Title: International Student Services Assistant (International & Exchange Student Centre)

Position Summary:
The International and Exchange Student Centre (IESC) is a department of Western International, which offers a full range of programs and services to support international students during their stay at Western.

The International Student Centre at Social Science Centre is a satellite office of IESC, open to all international students within the faculty of Social Science in all programs. The centre provides services that include:

- individual student advising on immigration, academic support, and other personal issues
- easier access to IESC resources (e.g. English Conversation Program, Peer Guide Program) to improve language skills and ensure smooth cultural transition to Western and Canada
- link to other Western programs/services (e.g. LAMP, PAL, LDS, WSC, WERC) to achieve academic success and become engaged in their Western community

As the International Student Services Assistant, your role would be welcome international students and identify their needs upon their arrival at the centre and make appropriate referrals, assisting with the Centre’s daily operations, as well as support the International Student Advisor with other related duties as assigned.

What will you gain from this role?

- Enhance communication, interpersonal, intercultural, leadership, and organizational skills.
- Opportunity to provide input into programs and services for international students.
- Opportunity to assist and make connections with new international students.
- Involvement in internationalization at Western.
- Personal enrichment through interaction with people from diverse cultures.
- Receive feedback via midterm performance review.
- Recognition through Western’s Co-curricular Record.

Key Responsibilities:

- **Front desk support:** greet international students, staff and faculty members to the International Student Centre at Social Science, and maintain a welcoming atmosphere; identify students’ purpose of visit, facilitate students’ drop-in/appointments for individual advising with the International Student Advisor and help students fill in the intake form.

- **Peer support:** listen to and understand students’ questions and concerns and provide them with information or directions appropriate to their needs, or connect them with the International Student Advisor; help IESC event/workshop registration when appropriate. (Examples of student inquiries: immigration-related issues such as visa, study permit, work permit, working regulations; challenges with languages and academic performance; cultural and social adaptation; exchange inquiries, etc.).

- **Outreach communications support:** support the promotion of the satellite office by reaching out to student associations, clubs and other student bodies associated with the faculty of Social Science through timely communications.

- Assist International Student Advisor with other related duties assigned.
Position Requirements:

- Strong communication and interpersonal skills; must be people oriented.
- Cross-cultural awareness, understanding and sensitivity.
- Interest in helping to enhance services offered to the international student community.
- Possess an awareness of the needs and interests of international students.
- Experience helping or studying in a foreign culture and fluency in other languages would be an asset.
- Experience working with Excel, PowerPoint, Photoshop, and/or InDesign would be an asset (Please indicate computer proficiency on your application).

WESTERN PEER LEADER (WPL) PROGRAM REQUIREMENTS:

- Complete four mandatory Human Resources training modules: WHMIS, Health & Safety, Safe Campus, and AODA and the Mental Health Interactive Learning Module.
- Submit a Feedback Form each term and a year-end program evaluation to the WPL Program.

Position Specifics:

Term Length:
One academic year, September 1, 2020 - April 30, 2021

Time Commitment:
- 3 hours per week in office

Training:
- Human Resources online training modules:
  - WHMIS (60-90 min)
  - Health & Safety (45-60 min)
  - Safe Campus (30 min)
  - AODA (45-60 min)
- Mental Health Interactive Learning Module (30 min)
- Position-specific training (arranged by direct supervisor)

Reports to:
Lynn Shen, International Student Advisor, International and Exchange Student Centre (IESC).

Application Method:
Login to Western Connect, and navigate to the Western Peer Leader posting boards to find this job posting and instructions on how to apply (ex. Uploading/emailing required application documents or redirecting to the Working at Western website).

Western Values Diversity:
The University invites applications from all qualified individuals. Western is committed to employment equity and diversity in the workplace and welcomes applications from women, members of racialized groups/visible minorities, Aboriginal persons, persons with disabilities, persons of any sexual orientation, and persons of any gender identity or gender expression. Accommodations are available for applicants with disabilities throughout the recruitment process. If you require accommodations for interviews or other meetings, please contact our Administrative Officer at ralary@uwo.ca or phone 519.661.1111 (89081).