



STUDENT LIFE AMBASSADOR JOB DESCRIPTION

Student Life Office

3700 Willingdon Avenue, Burnaby, BC, Canada V5G 3H2

T 604.432.8811 E student_life@bcit.ca

Building SW01-1303

POSITION DESCRIPTION

Department: STUDENT LIFE

Reports to: ASSOCIATE DIRECTOR, STUDENT LIFE

SUMMARY

A **Student Life Ambassador** (SLA) plays an important role representing BCIT, collaboratively designing and implementing Student Life programming from a student-centered perspective. Reporting to the Associate Director of Student Life, with direction from the Student Entry & Transition Coordinators, SLAs are responsible for creating a visible, welcoming presence, including greeting, assisting, informing and engaging BCIT students (both in-person and online), answering their diverse range of questions about BCIT Student Services, and educating them about appropriate resources. As a team, SLAs work together to make a positive impact on student well-being and the student experience at BCIT. All SLA work will take place virtually until further notice.

REQUIRED COMPETENCIES

Teamwork

Ability to collaborate and work effectively as a member of a diverse team.

Communication

Ability to listen actively and communicate clearly in both verbal and written format.

Organizational

Ability to effectively prioritize, plan and implement activities while balancing work shifts with other responsibilities.

Interpersonal

Ability to use tact and maturity to provide polite and respectful responses when liaising with various members of the BCIT community.

Demonstrated ability to work effectively with diverse populations.

Leadership

Ability to take initiative, motivate and encourage peers to effectively plan events, activities and engagement programming.

Problem Solving

Ability to objectively analyze, assess and respond to situations using creative solutions while also abiding by institute policies.

DUTIES AND RESPONSIBILITIES

Student well-being and service promotion

- Promotes the Student Life Engagement Calendar by educating students on the 8 Dimensions of Well-being
- Engages current students, on all BCIT campuses, on topics of well-being and student life, including facilitating discussions with students on a range of student focused initiatives and documenting their feedback
- Updates Student Life Engagement Calendar bulletin boards monthly
- Works with students to increase student service awareness by answering questions, assisting students to access information on relevant services and supports, and referring students to appropriate individuals or services as needed

Peer support, program design and delivery

- As a team, plans, develops and implements virtual, student-to-student engagement programming from all BCIT campuses, on the topics of student well-being, student services and other on-campus resources
- Organizes and implements BCIT Hangouts at the discretion of the SLO team. Must be willing and able to be a part of an online presence
- Assists with key entry programming each term to welcome all incoming BCIT students
- Provides students with comprehensive information about student services and the BCIT student experience
- Be responsible for responding to inquiries on various platforms
- Directs students to departments across all campuses

Availability

- Is available for the period of Monday, August 17, 2020–Friday, May 14, 2021
- Is able to commit to working an average of 8–10 hours per week with a mix of early morning, afternoon and early evening availability
- Must be available for a mix of hours on weekdays, Monday – Friday, from 8:30am – 4:30pm
- Some evening shifts may be required
- Must be willing and able to work virtually & attend team meetings online

Qualifications

- Grade 12 plus six months post-secondary education with good academic standing
- Current BCIT student
- Minimum of 1 term of recent student status at BCIT
- Availability as outlined in the Duties and Responsibilities section of this job description
- Demonstrated ability to meet the required competencies for the Student Life Ambassador position
- Previous program design and delivery experience is an asset