

## Summer Academic Orientation (SAO) Student Coordinator

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The goal of the Summer Academic Orientation Program (SAO) is to assist first year students with their transition to the university environment and culture. This includes helping first year students get connected, learn more about services at Western, explore our campus and meet members of our community before they begin school in September. Over the course of the summer, we see approximately 3500 students and over 4000 guests.

### Key Responsibilities:

- Act as a liaison between campus partners and the Student Success Centre
- Respond in a timely manner to email inquiries from participants and guests
- Track attendance of participants and manage the online tracking system
- Develop and update material for the Academic Orientation OWL Site
- Assist with training and SAO student staff development
- Scheduling and printing documents for daily appointments
- Provide a friendly and supportive environment for students, parents and guests who attend the program
- Serve as well-rounded role models for incoming students and first time SAO leaders
- Foster an environment that helps participants develop an identity as Western community members
- Display an energetic and enthusiastic attitude

### What do we ask from you?

- Experience working with high needs groups, effectively managing conflict with a customer service focus
- Excellent coordination skills and the ability to manage multiple projects and demands
- High attention to detail and organization skills
- Facilitating training in an engaging manner
- Ability to build relationships with campus partners and integrate information from different campus departments to connect first year students and resources
- Knowledge of supports and services available to students at Western including the Office of the Registrar, The Student Success Centre, and The Student Development Centre
- Willingness to learn and expand knowledge of campus resources
- Demonstrated experience facilitating small group discussions
- Knowledge of course registration and degree requirements
- Ability to take direction and provide leadership accordingly
- Ability to demonstrate professional and appropriate relationships with students, parents and other staff members during training and Summer Academic Orientation

### What kind of candidate are we looking for?

- Previous experience working with SAO (or equivalent as demonstrated through knowledge of programs and services)
- Enthusiastic and involved member of the Western community
- Able to work as part of a team
- Excellent communication skills

### Preferred Experience

- Minimum 70% academic average (65% in Engineering)
- Western undergraduate student, main campus only
- Completed at least 10 full courses (or equivalent) at Western
- Attend interviews in February
- Demonstrated leadership skills and knowledge about programs and services at Western

### Hours

SAO Student Coordinators will be employed 16 weeks (depending on program requirements). During this time, leaders will work up to 7 - 7.5 hours per day between the hours of 8:30am and 5:00pm. Hours will average 30 per week.

### Pay

Current rate of pay is \$16.00 per hour (less applicable deductions). You will receive vacation pay at a rate of 4% per month as provided for in the *Employment Standards Act*.



## Summer Academic Orientation (SAO) Leader

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The goal of the Summer Academic Orientation Program (SAO) is to assist first year students with their transition to the university environment and culture. This includes helping first year students get connected, learn more about services at Western, explore our campus and meet members of our community before they begin school in September. Over the course of the summer, we see approximately 3500 students and over 4000 guests.

### Key Responsibilities:

- Greeting and welcoming SAO participants
- Facilitating small group discussions with students
- Facilitating large group discussions with parents and guests
- Assisting students with the scheduling of their classes and assisting in the registration of their courses
- Delivering tours of the campus and/or residences
- Scheduling students for their day of orientation
- Provide a friendly and supportive environment for students, parents and guests who attend the program
- Encourage involvement with student activities
- Serve as well-rounded role models for incoming students
- Foster an environment that helps participants develop an identity as Western community members
- Display an energetic and enthusiastic attitude

### What do we ask from you?

- Knowledge of supports and services available to students at Western including the Office of the Registrar, The Student Success Centre, and The Student Development Centre
- Willingness to learn and expand knowledge of campus resources
- Demonstrated experience facilitating small group discussions
- Experience working with high needs groups, effectively managing conflict with a customer service focus
- Knowledge of course registration and degree requirements
- Ability to take direction and provide leadership accordingly
- Open to receiving coaching in the area of public speaking
- Ability to demonstrate professional and appropriate relationships with students, parents and other staff members during training and Summer Academic Orientation
- Ability to build relationships with campus partners and integrate information from different campus departments to connect first year students and resources

### What kind of candidate are we looking for?

- Enthusiastic and involved member of the Western community
- Able to work as part of a team
- Excellent communication skills

### Preferred Experience

- Minimum 70% academic average (65% in Engineering)
- Western undergraduate student, main campus only
- Completed at least 5 full courses (or equivalent) at Western
- Attend interviews in February
- Demonstrated leadership skills and knowledge about programs and services at Western

### Hours

SAO leaders will be employed 7-8 weeks (depending on program requirements). During this time, Leaders will be required to work approximately 7 hours per day between the hours of 8:30am and 5:00pm

### Pay

Current rate of pay is \$11.40 per hour (less applicable deductions). You will receive vacation pay at a rate of 4% per month as provided for in the *Employment Standards Act*.

