



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

Toll Free Phone: (866) 225-9067

Toll Free Fax: (877) 825-7564

L9 P23 R4074 HWY 596 - Box 109

Keewatin, ON P0X 1C0

Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/07/18

STUDENT RELATIONS AND OPERATIONS COORDINATOR

Job ID	63581-1150	
Web Address	https://careers.indigenous.link/viewjob?jobname=63581-1150	
Company	McMaster University	
Location	Hamilton, ON	
Date Posted	From: 2024-07-09	To: 2050-01-01
Job	Type: Full-time	Category: Education

Description

Department Description:

The Student Success Centre (SSC) | Student Affairs serves an integral, central role in the development and provision of innovative programs and services to students in the areas of First-Year Experience (including outreach, access, transition, and orientation, financial education and support); Academic & Writing Skills Development; Career Counselling, Employment, Entrepreneurship, and Experiential Learning; International and Exchange Student Experience; Spiritual Care and Learning; Leadership Development; and Student Engagement. The Student Success Centre works in strong collaboration with Student Affairs, Faculty, and University partners, and with external community partners through the Office of Community Engagement (OCE). The vision for the SSC is for all students and alumni to thrive and realize their academic, professional and personal aspirations. The McMaster University 2021-2024 Institutional Priorities and Strategic Framework, as set forth by University President David Farrar, highlights the key priority of advancing and supporting innovation in teaching and learning. The Student Success Centre, within Student Affairs, undertakes a lead role in the development of a holistic student experience, beginning in the first year and extending beyond the classroom, which fundamentally supports the transformative learning of students. This personalized, engaging, and holistic student experience is intended to promote personal growth, support health, self-efficacy, and well-being, and enhance a sense of belonging, inclusive community, and connectedness of all students within the McMaster University community. Job Summary:

The Student Relations and Operations Coordinator provides comprehensive support services to a diverse population, including prospective and current undergraduate and graduate students, alumni, campus visitors, and institutional partners. This role involves addressing inquiries, resolving issues, and meeting student needs through various communication channels to promote student success. As the initial point of contact, the Student Relations and Operations Coordinator must have emotional intelligence and demonstrate empathy and compassion to effectively understand and address students' concerns.

This role enriches the student experience by delivering personalized support services, ensuring accessibility, and fostering an inclusive and safe environment. The ideal candidate will be deeply committed to student success and inclusivity and have strong interpersonal and organizational skills.

Purpose and Key Functions:

- * Liaise independently with students, alumni, faculty, staff, applicants, and parents to answer questions and make informed referrals to programs, services and events through the Centre and other divisions, in person and online (i.e. email, live chat and/or chatbot).
- * Provide front-line service to students, faculty, and staff and, in consultation with senior staff, set standards for the quality of customer service.
- * Support, listen, ask questions, and refer students with empathy to the appropriate internal and/or external services and departments that offer specialized assistance to individuals in need.
- * Draft and update responses based on frequent inquiries and feedback to enhance service delivery online, such as with email, live chat, and chatbot.
- * Perform job duties in a state of readiness, both in person and online, and be open to a wide range of student issues.

- * Focus on meeting service level standards while supporting students from a student-centric approach.
- * Connect with various stakeholders to gain insights and offer a possible action plan for student/client issues.
- * Support students (undergraduate and graduate) and alumni in completing administrative activities, such as navigating OSCARplus, Mosaic, and self-service options.
- * Track and monitor trends to make recommendations for customer service improvements.
- * Work with marketing and communications staff to display materials and promote programs and services.
- * Regular multi-tasking, including navigating different systems while educating students on multiple steps in a process.
- * Contribute to project work aimed at the continual enhancement of service delivery.
- * Assist with educational and mobility programs/projects/events such as professional development and cultural exchange programs, mentorship programs, workshops, information sessions, and other community-building programs.
- * Communicate and build strong working relationships with internal and external stakeholders, including students, faculty, and staff.
- * Liaise with colleagues to discuss and understand various facets of the Centre, including best practices, issues, and improvements.
- * Maintain the confidentiality of student and client information.
- * Apply University policies to student issues/ inquiries and daily office practices. Ensure adherence to established university schedules and deadlines. Remain current with changes in internal and external policies and procedures through workshops, meetings, or reading manuals.
- * Provide administrative support to the leadership team.
- * Assemble, copy, collate, and distribute documents and packages.
- * Sort and distribute incoming mail.
- * Purchase materials and supplies for the office.
- * Update and document various office policies and procedures. Set up and maintain filing systems, both electronic and hard copy. File and archive documents.

Supervision:

- * Ongoing responsibility for supervising up to 9 casual employees at any one time.
- * Ensure adherence to quality standards and procedures for short-term staff.
- * Provide orientation and show procedures to others.

Requirements:

- * Bachelor's degree in business, Social Sciences or related field of study.
- * Requires 3 years of relevant experience.

Assets: Strong skills in collaboration and respect for diverse backgrounds and experiences. Formal and/or informal experience in customer service (in-person and online). Knowledgeable about the post-secondary education sector. Strong communication skills, verbal and written. Knowledge of other languages is also an asset. Experience and knowledge of AODA. Demonstrates a strong sense of relationship management. Strategic and creative mindset. Great attention to detail. Can work autonomously and as part of a team. Able to work on multiple projects and manage time autonomously. Knowledge of collaboration and/or digital tools that support project management, such as Microsoft Suite, Click Up, and Hootsuite.

For more information, visit McMaster University for STUDENT RELATIONS AND OPERATIONS COORDINATOR