Connection Desk Staff – Student Affairs

**Job location:** Fort Garry Campus, in-person

**Connection Desk Staff** interact with students one-on-one via the in-person Student Affairs Connection Desk, official email channels, and over the phone. Connection Desk Staff will be responsible for assisting with inquiries from the UM community by promoting UM services, connecting students and community members to the appropriate offices or groups on campus, and providing wayfinding instructions. They will also work alongside the Connection Desk Coordinator to provide UM students with trustworthy, well-rounded, and accurate referrals regarding UM policies, procedures, events, and opportunities.

The Student Affairs Connection Desk is overseen by Student Experience and Development (SEAD) office, which is part of the Career, Community, and Experiential Learning Centre (CCELC) under Student Affairs. For more information, please visit our website: https://umanitoba.ca/current-students/SEAD

**Duties will include:**

- **Front desk interactions**
  - Interact one-on-one with UM students and community members to respond to inquiries and meet their individual needs. This may include
    - wayfinding assistance
    - making referrals and recommendations for campus services/supports
    - instruction on how to utilize UMConnect/UMLearn/Aurora
    - consulting with colleagues and escalating concerns to appropriate staff when necessary
  - Use Wait Well software to maintain confidential notes for interactions that adheres to institutional privacy policies and FIPPA/PHIA
  - Answer the Connection Desk phone line and respond to Connection Desk emails to support community members with their inquiries.

- **Program Support and Admin**
  - Assist with the development and maintenance of the Connection Desk FAQ sheet, One Note and other Connection Desk related materials.
  - Assist with the creation, management, and marketing of a comprehensive Student Affairs Calendar
  - Maintain contact lists for future communications and guidance efforts.
  - Assist with data collection and record maintenance.

- **Other**
  - Engage in ongoing training and personal/professional development during work hours.
  - Specific or additional projects could be determined based on interests/experiences/skill.
  - Other duties as assigned.
Job Requirements:

Eligibility

- Full-time student during the 2023-2024 school year (9 credit hours each for Fall/Winter terms unless there is an accommodation)
- Plans to return to full-time study in Fall 2024 - Winter 2025
- Must have been a student for at least one academic term on the Fort Garry campus
- Have achieved a satisfactory academic standing with a minimum 2.0 institutional grade point average.

Experience

- Strong knowledge of campus resources, services, layout, and activities is required.
- Previous involvement in campus activities is an asset.
- Previous experience in helping or triaging a front desk is an asset.
- Previous experience working in an office setting is an asset.
- Experience with mental health support or crisis intervention is an asset.

Skills

- Exceptional interpersonal and advising skills.
- Excellent verbal and written communication skills.
- Effective time management and organisational skills.
- Effective digital record management and data literacy.

Abilities

- Work independently and take initiative.
- Work collaboratively as part of a team.
- Effectively manage multiple and competing priorities.
- Develop and maintain positive relationships with key stakeholders (including students, faculty, staff, administrators, and community members) from a range of backgrounds.
- Maintain privacy and confidentiality of all communications and records, to the extent protected under the law and statements of ethical practice.
- Represent the University of Manitoba with the highest level of professionalism.

Please note, the Connection Desk is open to the main floor of University Centre (no doors or barriers to the hallway). This is a high-traffic area with very little privacy that can be noisy and full of stimuli. Staff must have the ability/desire to work and interact with others in this kind of environment.
**Competencies/skill and learning outcomes:**

- **Verbal communication**
  - Ask and answer questions, clarify, and summarize what others are communicating.
  - Provide clear explanations and directions.
  - Interact with a friendly tone and using appropriate resources, vocabulary, and language.

- **Written communication**
  - Summarize information, write documentation and reports that are logically structured, and adapt writing style in consideration of audience.

- **Self-regulation and Initiative**
  - Demonstrate professionalism in recognizing expectations in work culture to maximize success in the workplace.
  - Embrace new opportunities and identify importance in every job/task.

- **Problem solving**
  - Anticipate the unexpected and respond quickly and professionally to sudden changes in circumstances.
  - Use problem-solving strategies to identify and resolve immediate problems while determining long-term solutions.

**Application information:**

**Wage:** $16.00/hour plus 6% vacation pay

**Hours:** 35 hours per week, 8:30 AM – 4:30 PM, Monday – Friday
*Some evening and weekend work may be required with notice*

**Start/End Date:** May 2024 – August 2024

**Application Documents Required:** Cover Letter, Resume

Please email applications to kathryn.leitch@umanitoba.ca by April 21st at 11:59 PM
* If you are part of the Work-Study program, please apply through the Work-Study portal on UMConnect

The University of Manitoba is strongly committed to equity and diversity within its community and especially welcomes applications from women, racialized persons, Indigenous peoples, persons with disabilities, persons of all sexual orientations and genders, and others who may contribute to the further diversification of ideas.

If you require accommodation support during the recruitment process, please contact UM.Accommodation@umanitoba.ca or call 204-474-7195. All qualified candidates are encouraged to apply; however Canadian citizens and permanent residents will be given priority.