

CENTRE FOR STUDENT ENGAGEMENT OPPORTUNITY
CANDIDATE PROFILE –FALL/WINTER 2024/2025
Team Lead, Student Program Support

F/W CONTRACT PERIOD: August 26, 2024, to April 4, 2025*. Successful applicants must be available for Student Leader Training (August 26, 2024 – August 30, 2024) and UTM Orientation (August 30, 2024 – September 7, 2024, exact dates to be confirmed).

*Please be aware these are all anticipated contract dates. Exact dates will be confirmed with the contract offer.

F/W REMUNERATION: Salary \$17.55 per hour. The hours expected of a Team Leader is approximately 10-12 hours per week up to a maximum of 230 hours during the academic school year.

REPORT TO: The Team Lead, Student Program Support reports to the University of Toronto Mississauga Centre for Student Engagement and directly to the Supervisor, Pre-Arrival Engagement. The supervisor will provide training, support, and assistance in the execution of their responsibilities.

POSITION SUMMARY:

The Team Leader is responsible for planning and implementing initiatives, which support new students during their transition to and during their first year at UTM, with a significant focus on EagleConnect and program planning events. The Team Lead will be responsible for overseeing the update and improvement of EagleConnect content, the New Student Newsletter and supporting the planning, implementation and facilitation of program planning support events. Working independently and collaborating with other CSE student staff and campus partners, the team lead will also contribute to the communication and promotional materials for these programs.

The Team Lead, Student Program Support must be enrolled in 40% of a full course load for the entire fall/winter period of study.

Must a minimum CGPA of 2.0

Selection for this position includes an application and interview process.

The University of Toronto and the Centre for Student Engagement are strongly committed to diversity within its community and especially welcomes applications from racialized persons / persons of colour, women, Indigenous / Aboriginal People of North America, persons with disabilities, LGBTQ2S+ persons, and others who may contribute to the further diversification of ideas.

REQUIRED SKILLS:

- Previous experience within transition/ orientation programs and/or as a team leader considered an asset
- Organizational skills and high attention to detail
- Strong oral and written communication
- Knowledge of the campus and its resources



- Familiarity with social media and online communication platforms
- Familiarity with Quercus platform
- Familiarity with video editing considered an asset
- Knowledge of the campus and its resources and services
- Strong oral and written communication
- Previous experience within transition/ orientation programs and/or as a team leader considered an asset

RESPONSIBILITIES:

A. CONTENT CREATION AND DELIVERY

- Create and update unique weekly content for EagleConnect, based on the EagleConnect Curriculum
- Make improvements and updates to existing content, ensuring materials are engaging, accessible and easy to navigate
- Create next-steps and to-do lists for incoming squad leaders to finalize content for the summer

B. OUTREACH & COMMUNICATION

- Communicate with supervisor and campus partners to gather information and updates for EagleConnect, Newsletter, communications and new student website
- Support creation of and planning for communication plans for summer EagleConnect, including newsletters, social media and engagement
- Support planning for promotion of EagleConnect and transition supports
- Support creation of promotional plans for program planning events

D. CREATE AND FACILITATE EVENTS

- Plan for synchronous events the EagleConnect program
- Assist with the planning, implementation and facilitation of program planning events

E. Support the outreach of the department through participation in the drop-in center, CSE's Connect Corner for a regular shift during the week

F. COMMUNICATION & ADMINISTRATION

- Communicate with Pre-Arrival team members and disseminate information relevant to them regarding university programs and events in a timely manner;
- Be respectful and professional at all times; and
- Monitor U of T email account daily for work-related emails.

G. TEAM DEVELOPMENT

- Attend and contribute at regular team meetings as well as at one-on-ones with supervisor; and
- Participate in team socials and team building.

H. PROMOTION & EVENT COMMITMENTS

- Promote Student Engagement initiatives and programs through fairs, tabling, social media, etc.;



- Assist with CSE events including, but not limited to: Exam Jam, Fall Campus Day, March Break Open House; and
- Assist with student hiring initiatives for the Centre for Student Engagement for 2023/2024.

I. ADDITIONAL DUTIES

- Additional duties as assigned by Supervisor, Pre-Arrival Engagement.