

## **NSCC Student Employment Opportunity Student Services Intern**

### **Position Scope:**

Reporting to the Manager, Digital Student Experience the Student Services Intern for eCampus supports NSCC in the delivery of our Get Started Program, providing information and engaging in outreach to accepted/confirmed applicants and returning students by phone, email as well as through social media and video conferencing platforms. Student Services Interns are responsible for entering, tracking and reporting data to assist with overall strategic enrolment management, providing general administrative support to their campus Student Services team and assisting in the delivery of events and activities such as Get Started, Student Success Awards, Convocation, campus tours, program information sessions, and Orientation.

### **General Duties**

- Provide basic administrative support to Student Services Team members conducting activities related to outreach and communication to:
  - Returning students
  - Confirmed applicants
  - Applicants with incomplete admission status
  - Those considering applying to the college
- Participate in the development and delivery of online Get Started activities (e.g. social media engagement, webinars, Ask Me Anything sessions)
- Provide basic orientation to commonly used technology and systems such as Brightspace, Connect, Office 365 and Lynda.com.
- Track student participation in Get Started events in PeopleSoft.

### **Specific Responsibilities**

- Serve as an ambassador for NSCC by reaching out to all confirmed applicants via phone, email or social media platforms to provide a warm welcome, respond to enquiries, and invite incoming students to Student Services events designed to support a smooth transition to NSCC.
- Work cohesively with others to complement College initiatives such as the Incoming Student Survey.
- Utilize the PeopleSoft database to track communications and event attendance for prospective, incoming and returning students.
- Produce and share reports with campus and provincial teams, including quantitative and qualitative data, as necessary.
- Provide administrative and operational support of Student Services events and programs.
- Make referrals to appropriate Student Services team members or resources as appropriate.
- Participate in project work as required at a campus or provincial Student Services level.
- Encourage and facilitate student participation in Student Association.
- Provide support for phone and email coverage during lunch breaks and vacations.

### **Experience and Skills Required**

- Exceptional communication and customer service skills, including the demonstrated ability to communicate effectively with diverse stakeholders, including students, parents, NSCC staff and faculty and the general public.
- Positive, enthusiastic, team player.
- Comfortable working independently and as part of a team distributed across Nova Scotia using a variety of communication and collaboration technologies.
- Excellent oral and written communication skills.
- Computer literacy with specific proven knowledge of Microsoft Office, video conferencing software like GoToWebinars and social media platforms including Facebook, Twitter, etc.
- Experience using large databases an asset.
- Good judgment, including analytical and problem-solving abilities.
- Initiative, and ability to work with limited supervision.
- Flexibility in performance of duties and ability to adjust schedule with limited notice.
- Able to prioritize, maintain organized records, and manage multiple tasks with attention to detail.
- Demonstrated professionalism, diplomacy and confidentiality.

### **Work Hours**

35 hours per week (may require some evening and/or weekend hours) over 12 weeks.

### **Wage**

\$14/hour