Service Assistant
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Office, Clerical and Technical
Position covered by the Collective Agreement with USW Local 4120

Service Assistant
Office of Graduate & Postdoctoral Studies
Temporary full-time from January 2018 to April 2018
Temporary absence of the regular incumbent
Hiring #: 2018-0001

Please read the Application Instructions [1] before applying

Reporting to the Manager, Admissions, Marketing and Communications, the Graduate Service Assistant is responsible for effectively communicating information, being knowledgeable and having an in depth understanding of all services and workflow processes related to the Office of Graduate and Postdoctoral Studies.

As a front line ambassador, they will provide information continuity and a superior level of customer service to visitors, prospective graduate students, current graduate students, staff, and faculty. They are responsible for effectively communicating to all in-person, phone, and email inquiries and must ensure that the day to day activities of OGS are facilitated effectively and efficiently.

In addition, the Graduate Services Assistant will provide support in the areas of admissions, communications, records and online form creation/maintenance. They can expect to use OGPS computer systems and hardware daily to seek, produce, and document information. These systems include, but are not limited to: Colleague (Student Information System), Image Now (Document Imaging System), the ImageNow Scanner, and Adobe Creative Suite.

Requirements of the position include:
Secondary school graduation (two years of community college or at least one year post-secondary education preferred) plus one (1) year related experience. Candidates must have excellent verbal and written communication, customer service, and organization skills in addition to a strong ability to prioritize and multi-task. The successful candidate must have a strong ability to manage time-sensitive tasks, maintain accuracy, and be efficient in a fast-paced environment with frequent interruptions. The incumbent must have some knowledge of Adobe Creative Suite. Strong computer skills (Email, Internet, Phone Mail, Microsoft Office (Word, Excel) and working knowledge of our Student Information System (Colleague) and Document Imaging System (ImageNow) are an asset.

Covering Position Number 456-016
Classification USW, Local 4120 Salary Band 3*
Normal Hiring Range $20.50 - $22.89 per hour

All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority. At the University of Guelph, fostering a culture of inclusion [2] is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.

*Tentative evaluation; subject to committee review.