Counsellors’ Assistant

Forbes Ranks U of G Among Canada’s Top Employers

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

Counsellors’ Assistant

BA Counselling Office, College of Arts

Temporary full-time from June 24, 2019 to October 31, 2019
Temporary absence of the regular incumbent

Hiring #: 2019-0240

Please read the Application Instructions [1] before applying

The BA Program Counselling Office provides effective counselling and liaison service to BA and prospective BA students. The Counsellors’ Assistant will be accountable for a variety of duties and responsibilities which include: providing information about courses, degree requirements, university and program regulations and procedures, to students, parents, staff and faculty by phone, email and in person; assisting students with course selection/scheduling, academic appeal procedure, transfer of program/major, and referrals to other appropriate on-campus resources. The Counsellors' Assistant will: screen students’ academic needs appropriately before they see a BA Counsellor; books appointments; establishes, maintains, updates and ensures confidentiality of student files and uses Colleague to verify student information; compiles, edits and prepares material for liaison events and publications and may be expected to participate in University liaison functions and associated administrative duties.

Requirements of the position include: One (1) year community college (a BA Honours undergraduate degree preferred) and up to 18 months relevant experience or an equivalent combination of education and experience; in-depth knowledge of university policies, procedures and offices as well as an understanding of undergraduate program regulations is required. Familiarity with Colleague or similar student information system would be a strong asset. Candidates must demonstrate a compassionate disposition and a genuine interest in the well-being of students. A high level of diplomacy, tact, judgment, and the ability to multi-task while maintaining a high quality of work are necessary attributes. The successful candidate will have demonstrated: excellent interpersonal skills; strong written and oral communication skills; proficiency with computers and word processing skills; ability to work in a fast-paced environment with constant interruptions; ability to work effectively both independently and with a team; exceptional patience and enthusiasm; exceptional organizational and problem solving skills, and be attentive to detail.

Covering Position Number  091-005
Classification               USW, Local 4120 Salary Band 4
Normal Hiring Range  $23.13 - $25.85 per hour

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.

Posting Date: 2019 05 01
Closing Date: 2019 05 08