Counsellors’ Assistant

Forbes includes U of G Among Canada’s Best Employers
Office, Clerical and Technical
Position covered by the Collective Agreement with USW Local 4120

Counsellors’ Assistant

CBS Dean’s Office

Temporary full-time from December 2021 to December 31, 2022
Temporary absence of the regular incumbent
Hiring #: 2021-0654

Please read the Application Instructions [1] before applying

Reporting to the Senior Program Counsellor, the successful candidate will provide academic advising and support to B.Sc and BOH Program Counsellors and will be responsible for assisting them with the administration of the Bachelor of Science and Bachelor of One Health Degree programs. Specific duties include: answering incoming phone calls, responding to all email inquiries that are sent to the program websites, scheduling all counsellors’ appointments, creating and maintaining electronic confidential student files, and verifying student information using Colleague. This incumbent provides accurate information and guidance regarding admission requirements, degree requirements, program and course selection, academic appeals, university and program regulations and procedures, transfer of program/major, Co-operative education opportunities, and deferred exam processes. The incumbent may also participate in University liaison activities, special event and other associated duties. The incumbent makes decisions and signs off on certain student approval forms without Program Counsellor review.

Requirements of the position include:

- One year community college graduation plus some related administrative and advising experience or an equivalent combination of education and experience.
- Excellent communication, organization and interpersonal skills are required.
- Must be detail-oriented and demonstrate initiative.
- Ability to multi-task to work effectively in a busy student environment.
- Familiarity with University policies, procedures and student support services will be considered an asset.
- Fully competent with Word and Excel.
- Preference will be given to candidates with Colleague and ImageNow experience.
- Team player with a client focus.
- Able to work and support in a fast-paced office.
- The incumbent must be able to handle high-pressure situations, including students in distress, work with long line-ups of students awaiting support.
- Ability to provide friendly service while triaging effectively.

Covering Position Number   158-005
Classification               USW, Local 4120 Salary Band 4
Normal Hiring Range $23.83 - $26.63 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: 2021 11 29
Closing Date: 2021 12 06