



Student Association of George Brown College

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| Job Title: | Member Services Support Staff | Job Category: | Support Staff |
| Department/Group: | Member Services | Job Code/ Req#: | |
| Location: | Casa Loma, St. James, and Waterfront Campus | Travel Required: | Yes |
| Level/Salary Range: | \$15.00/hr (up to 20 hours per week) | Position Type: | Temporary-Part-Time |
| HR Contact: | humanresources@sagbc.ca | Start-End Date: | Aug. 2018 – Apr. 2019 |
| Will Train Applicant(s): | Yes | Posting Expires: | June 15, 2018, 11:59PM |

E-mail:humanresources@sagbc.ca

Attention: HR Department

Subject Line: <your name>: Member Services Support Staff Application

Instructions: Please include cover letter and résumé

Job Description:

As Member Services staff, you will provide front-line services to students, college personnel and external guests calling and visiting our offices. On the phone and in person, you will provide superior customer service while responding to inquiries, greeting visitors, providing referrals, giving directions, answering questions and disseminating information. You will also provide administrative support to full-time staff by undertaking tasks such as typing, data entry, faxing, photocopying, assembling packages, placing and answering phone calls and taking appointments.

General Responsibilities:

- Provide superior customer service in person and on the phone to all individuals who call or visit the Student Association offices;
- Answer questions, assist with inquiries, provide services, take appointments, accurately refer individuals, trouble-shoot complex issues;
- Provide information on the health benefit program and support students to easily access their plan
- Faxing, photocopying, typing, data entry, mail sorting, materials assembly, filing, information posting;
- Selling tickets and reconciling collected money;
- Maintain the office space in a tidy, organized and welcoming fashion;
- Support the staff and executive by assisting with projects and tasks;
- Maintain the filing system and office supplies in a tidy and organized fashion;
- Cooperate and share information with fellow Member Services staff to ensure consistency of service between offices.

Requirements:

- Organized with excellent written and verbal communication skills;
- Proficiency in MS Word, Excel and Outlook;
- Comfortable working independently and in a team environment;
- You are a great people person who builds solid, cooperative relationships, and is comfortable with and versed in issues of diversity in the student population.
- Time and attention are constantly in demand, requiring patience, time management, planning and a friendly, professional attitude at all times.

Mission Statement:

We are the students of George Brown College committed to supporting each other in the struggle for student rights, the pursuit of quality education and the provision of services in a safe, accessible and equitable environment.

Commitment to Equity:

The Student Association is an equal opportunity employer and welcomes candidates from among those groups of individuals that are traditionally underrepresented to apply.