York University

Position Description – YUSA-2

Position Title:	Academic Success & Learning Skills Program Assistant	Employment Category:	Part-Time (up to 24hrs)
Department:	Markham Campus	Job Code:	957053
Classification:	Administrative	Band:	3

Job Purpose:

Under the direction of the Associate Director, Student Success and Advising, the Academic Success and Learning Skills Program Assistant provides program and administrative support for Academic Success and Learning Skills programs and initiatives within Student Success & Advising at Markham Campus.

Major Areas of Responsibility:

- Assist with organizing Academic Success and Learning Skills workshops, programs, and activities by booking rooms, scheduling sessions, tracking registrations, sending reminders, preparing materials, and distributing post-program surveys. Maintain workshop and program registration, attendance, participation, and other program records.
- Provide on-site support for workshops, programs, and activities by preparing rooms and materials, setting up equipment, supporting registration and attendance, and distributing materials to participants.
- Prepare workshop and program materials by updating presentations, handouts, worksheets, and other resources with provided content, and printing and assembling materials as required.
- Prepare and update promotional and communications materials, including website content, newsletters, social media posts, presentations, and email communications, using provided content.
- Respond to general inquiries from students via phone, email, in-person, regarding Academic Success and Learning Skills workshops, programs, and resources. Redirect or escalate inquiries as appropriate.
- Schedule peer leader meetings and activities, distribute schedules and program materials, and provide peer leaders with established program information and resources.
- Gather and compile information on Academic Success and Learning Skills programs and activities, including attendance information, survey responses, participant feedback, and information from identified sources, for review as required.
- Maintain electronic files, program records, resource materials, contact lists, and other administrative documentation.

Perform other related duties as required. Not to exceed 5%

Job Qualification and Related Skill Requirements:

Education:
Completion of a diploma or degree in a education related field.

Experience:
Minimum of 1 year recent related experience providing administrative or program support in a student-focused environment.

Skills:
Ability to exercise tact and diplomacy when dealing with others.
Ability to communicate with others to explain and share information.
Ability to provide effective customer service and respond to general inquiries.
Ability to maintain confidentiality.
Ability to demonstrate detail and accuracy.

Ability to demonstrate organizational skills to carry out a variety of tasks and meet deadlines.
Ability to work independently and in a team environment.
Ability to gather, compile, and maintain information and records.
Knowledge of Microsoft Office applications (e.g., Word, Excel, Outlook, PowerPoint).
Ability to learn and use online systems and platforms related to student programs and services.

Other:

Ability to lift up to 25 lbs.