



JOB POSTING
June 15th, 2023

Student Community Manager
Full-time Position

The University Students' Council at Western University is seeking an enthusiastic individual for our new role of Student Community Manager.

As the Student Community Manager, you'll work closely with hundreds of student volunteers to provide USC affiliated organizations on campus with resources and opportunities. You will be working within the Western community to showcase the importance and value of being involved with the USC. You will be responsible for assisting in delivery of those services provided by the USC that directly impact student life, such as our Clubs System, Peer Support, and Food Support programs.

The successful candidate must have a degree or certificate in a public administration, governance, or not-for-profit related field, and have 3-5 years experience in customer service, student services, or community based support related environments. The Student Community Manager must have excellent organization skills, time-management skills and a desire and passion to learn about enhancing the educational experience of students.

Hours of work are 10:00 am - 6:00 pm from Monday to Friday from September - May and 8:30 am - 4:30 pm from Monday to Friday from June - August. These hours are subject to change due to fluctuating operating hours. During peak periods, the hours of work may be adjusted to accommodate increased workload. Occasional overtime may be required.

Please submit your application through [this link](#) by July 9th at 11:59pm.

USC People and Development
University Students' Council of The University of Western Ontario
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applications@westernusc.ca

The University Students' Council of the University of Western Ontario is an equal opportunity employer. The USC is committed to providing accommodations to those with disabilities. If you require an accommodation, we will work with you to meet your needs.



University Students' Council – Position Description

Position Title: Manager, Student Community
Supervisor: Senior Manager, Information Systems

OVERVIEW

About the Organization

The University Students' Council (USC) is the official student association for more than 37,000 undergraduate students at Western University. Incorporated in 1965, we are widely viewed as one of the most reputable and effective student associations in North America. With a \$30 million dollar operating budget, 50 full-time staff, and hundreds of part-time student staff and volunteers, the USC provides a robust offering of programs, services, and operations that significantly contributes to Western's best student experience.

We own and operate two restaurants, a clothing retail store, and a movie theatre; we facilitate the undergraduate health and dental plan, the student transit pass, and late night shuttle busses; we run major events including Western's Orientation Program, the Purple Concert Series, and Beer Fest; we provide peer support through a comprehensive peer network, the Peer Support Centre, and our on-campus Food Bank; and at our core, we are an advocacy organization, representing the voices of Western undergraduates to the university and all levels of government.

Our organization is led by a team of six student executives who work full-time on one-year terms. With the endorsement of the USC's 46 student councilors and support of the USC's 8 student directors, the student executive directs all activities of the USC.

The USC offers a dynamic and exciting work environment, and an unparalleled place to grow as a professional and a person. With generous benefits, extensive professional development opportunities, and a highly supportive work culture, we pride ourselves on being a great place to develop and contribute to a meaningful cause. Our full-time staff are inspired by our ambitious and energetic student leaders every day to work passionately and collaboratively to achieve our mission and vision: to enhance the educational experience and quality of life for all undergraduates at Western and that students have the power to change the world. Our core values dictate that we are democratic, inclusive, student led, accountable to our students, and operate with integrity.

About the Department

With close to 13,000 students unique club members, the USC's Clubs System is a key touch point for many Western students to interact with their peers. Spanning general interest to academic program specific topics, club membership allows students to engage in experiential

learning outside of the classroom. Club executive leadership positions prime students for success after graduation. Similarly, both the Peer Support and Food Support programs provide opportunities for students to develop as compassionate leaders, while servicing the very real needs of many campus members. As the Student Community Manager, you will develop and execute plans to grow and improve upon these important programs.

Duties and Responsibilities of Position

Administration:

- Become knowledgeable in all applicable policies, procedures and risk management best practices.
- Liaise with the Senior Manager, People and Development regarding issues pertaining to potential USC Policy and / or Western Student Code of Conduct violations occurring during sanctioned Club events.
- Work collaboratively with internal and external stakeholders to ensure that appropriate event planning and execution support is provided to clubs and other student groups.
- Maintain relationships and contracts with on and off campus venue providers.
- Assist the VP Student Support and VP Communications and Public Affairs with promotion of services.
- Facilitate regular Clubs Governance Committee meetings.
- Liaise with Western regarding Safely Away and other programs provided by Western for students engaged in out of country activities.
- Monitor and maintain Support spaces for appropriate usage.
- Support the USC Grants System and Student Refugee Program (WUSC).
- Supervise the Student Events Coordinator and Student Organization Advisor, assisting in filling in on administrative emails and tasks as needed.

Customer Service:

- Develop and deliver relevant in-person and on-line training systems for student volunteers.
- Develop and host workshops to help members and student groups be successful
- Work collaboratively with other managers to provide governance and election support for clubs.
- Ensure that Club Executives have access to the on-line tools and resources they need to successfully manage their groups.

Policy Administration:

- Act as the main point of contact for the Club Executives and Members regarding application of USC policies.
- Promote a culture of openness and support for students when it comes to disclosures of mental health or personal health information.
- Responsible for the maintenance requirements and continuous improvement of policy.
- Develop and maintain policies for the effective operation of Peer Support, Club Support, and Food Support Services.

Qualifications

The successful candidate will hold a University degree or College certificate in a public administration, governance, or not-for-profit related field.

Experience:

- 3-5 years experience in customer service, student services, or community based support related environments.
- 1-2 years experience as a Manager or Supervisor.
- Ability to work in a fast paced, dynamic environment.
- Intermediate computer skills and experience using MS Office and Google Workspace.
- Exemplary attention to detail and accuracy, time management, ability to direct and supervise.
- Exemplary customer service and conflict management skills.
- Ability to interpret and apply policies and procedures.

Skills/ Abilities:

- In-depth knowledge, understanding and/or interest in student event and services administration.
- Ability to identify opportunities for improvement, while being open to trying new ideas and working methods.
- Ability to take initiative and champion a project from conception through implementation and evaluation.
- Must have a passion for working with student leaders and be committed to lifelong learning and continuous improvement.

Working Conditions

Frequent sitting at a computer, occasional light lifting. Evening and Weekend work will be required on occasion however the core working hours are 10:00 am - 6:00 pm from Monday to Friday from September - May and 8:30 am - 4:30 pm from Monday to Friday from June - August. Fast paced and exciting work environment with the opportunity for a unique experience every day. This position is required to work in person in the office.

Key Relationships

Manager, InfoSource, USC Productions' Management, Vice-President Student Support; Key Staff Members at Western University and the USC.

Direct reports

Student Events Coordinator and Student Organization Advisor

Additional benefits

Cell Phone Stipend, Merit Pay, Professional Development, Transportation Stipend, Extensive Vacation & Benefit Plan.
