University of Victoria Graduate Students' Society

Job Posting: Office/Communications and Outreach Coordinator

Posted: November 5, 2021

Position type: Permanent part-time, 22 hours/week  
Wage: $23.64/hour

ABOUT THE UVIC GRADUATE STUDENTS’ SOCIETY (GSS)

The GSS is a non-profit society serving nearly 3000 graduate students studying at UVIC. We provide services like the UPASS (bus pass), Extended Health and Dental insurance, meeting spaces, and democratic representation on campus to grad students. Our goal is to improve the welfare of our members and the experience of graduate studies at UVic.

ABOUT THE POSITION

The Office Outreach Coordinator is jointly responsible for initial contacts made at our office, administering GSS services, booking catering functions, and ensuring smooth internal & member communications with the Office/Governance Coordinator. The Office/Communications and Outreach Coordinator is additionally responsible for getting information about the GSS to our members and broader community. This involves the promotion of the Society’s activities through social media, campus media, our bi-weekly email newsletter, and website redevelopment.

SCHEDULE:

Monday: 9:00am to 2:00pm with one 15 minute paid break
Tuesday-Thursday: 9:00am to 1:30pm with one 15 minute paid break
Friday: 1:00pm to 4:30pm with one 15 minute paid break

Additional hours are typically banked as lieu time to be taken off during the regular GSS closures.

This position qualifies for Extended Health and Dental Benefits. This is a unionized position.

DUTIES:

Office Coordination (shared duties):

• Act as first point of contact (via phone, email, and in person) for members with questions about the Society, its services and programs
• Refer students to relevant people within the GSS and departments of the university
• Assist in orienting new students to UVic, and with policies in BC and Canada when students are from outside BC
• Interpret university policies and assist members in interpreting university policies
• Administer GSS services, including opting members in and out of the UPASS package, Car Modo, and occasionally extended health and dental benefits
• Provide logistical support to training and informational events for members
• Liaise with UVic personnel to increase member supports (e.g. developing referral networks, advising graduate secretaries of recurring student concerns, etc.)
• Handle confidential materials
• Maintain records and provides reports on use of services
• Handle service payment transactions
• Coordinate all room bookings, maintain room booking system, handle queries about basic catering requests
• Manage repair requests for building maintenance
• Distribute mail
• Manage pamphlet/poster displays and distribution of materials
• Maintain presentable work environment
• Other duties as assigned

Communications/Outreach Coordination:
• Manage and maintain social media channels to build, foster and sustain a positive member image of the GSS, the Grad House restaurant and our programs.
• Assist Director of Communications to create a comprehensive annual communications strategy and publicize GSS materials
• Compile and construct the bi-weekly e-bulletin content. This includes research and writing topical interest pieces for UVIC graduate students.
• Works with Events Coordinator to promote GSS activities including campaigns, events and Grad House activities
• Updates and maintains UVIC GSS website using content management systems.
• Works with Operations and Services Manager and the Director of Communication to design, layout and produce content for society publications (such as yearly member handbook and annual report)
• Assist Office/Governance Coordinator, Executive Director, and Executive Board in creating an advertisement and communications strategy for governance activities (AGM, GRC)
• Facilitate orientation events for the GSS and where invited by the University Of Victoria (e.g. department orientations)
• Update outdoor sign to advertise GSS governance and engagement opportunities
• Other duties as assigned

SKILLS REQUIRED:

Service oriented:
• Commitment to excellent work and a positive attitude
• Able to exercise initiative, good judgment, tact and diplomacy in providing customer service
• Create a friendly and welcoming environment for our members
• Exercise strong listening skills and patience in problem solving
• Sensitive to the needs of students

Administrative Skills:
• Accuracy in data entry and records management skills
• Strong working knowledge of standard office equipment and software, technology-based communications media and desktop publishing
• Maintain administrative procedures and consistent systems
• Familiarity with privacy regulations and ability to handle confidential materials
• High level of skill managing data using Microsoft Excel
• Confidence using Microsoft Office Suite, Adobe, Outlook email client and calendars, and website updates
• Confidence using multi-line phones, email and reception

Effective communication skills:
• Understand and utilize cross cultural communication skills
• Strong writing and editing skills
• Proficient and experienced working with social media platforms (twitter, Facebook, Instagram) at a strategic level
• Able to explain policies and procedures to people unfamiliar with UVIC and the GSS
• Able to listen and interpret concerns from members and provide guidance
• Confident with Word Press website design and content management applications including best practice in community engagement, web design and content management
• Familiarity with graduate studies and the University of Victoria systems and/or student governance an asset.

Organizational skills:
• Able to organize workload efficiently to meet deadlines and to keep others organized often with multiple demands and regular interruptions
• Demonstrate strong skills to do independent work, to problem solve and to make decisions in an office environment
• Focus on solution oriented problem solving
QUALIFICATIONS:

- 2+ years’ experience in office administration or customer service
- 1+ year experience in communication and outreach
- Bachelor’s degree or equivalent experience preferred
- Current or recent UVIC graduate student preferred
- Graphic design experience an asset
- Familiarity with university, UVIC information systems, graduate students an asset
- Familiarity with non-profit and volunteer environments an asset

As a unionized workplace, the GSS will consider any qualified internal candidates prior to those from external candidates. The GSS also prioritizes applications from qualified graduate student candidates.

HOW TO APPLY:

Send your cover letter and resume to the attention of Ms. Kyla Turner, Executive Director via email to gssjobs@uvic.ca. Please attach the cover letter and resume as a single PDF file and use “Office Coordinator Posting” as the email subject.

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We thank all applicants in advance for their time and consideration however only candidates considered for an interview will be contacted.

This posting will close on November 19, 2021 at 5:00 pm or once the position is filled.