Position: Complaints and Success Officer

Job Type: 1-Year Contract, 35 hrs/week

Start Date: TBD

Application Deadline: 20 July 2022

Salary: $48,000 - $55,000 (Sault Ste. Marie, ON candidate); $53,000 - $60,000 (Brampton, ON candidate)

Location: Brampton, ON or Sault Ste. Marie, ON

Job Description
The Complaints & Success Officer will work closely with Algoma University students and act as a support for students in the academic appeals process, navigating equity-based concerns, and help mediate internal conflicts at AUSU if and when they arise.

Position Summary:
The Algoma University Students’ Union (AUSU) is a not-for-profit corporation committed to ensuring that students’ university experience is fulfilling and enjoyable. AUSU exists to advocate for the well-being of students, as well as provide a variety of services to build a stronger Algoma University community. For more information, please visit our website: http://ausu82.ca.

Reporting to the Executive Director, the Complaints & Success Officer will work closely with Algoma University students and act as a support for students who are in the appeals process or navigating equity-based concerns with Algoma University. The successful candidate will research and provide feedback to the Board and Executive Director for extended AUSU services which will prioritize student success, and will act as a mediator during any internal disputes.

The successful candidate will use an anti-oppressive analytical lens to navigate Algoma University policies and procedures to maximize the success of students on their academic journey, while upholding the reputation of Algoma University Students’ Union.

This rewarding career opportunity can be based either on our Brampton or Sault Ste. Marie campus, with flexibility to work from home. There may be required traveling to other AU campuses on an as needed basis. All required traveling expenses will be reimbursed.
Duties/Responsibilities

- Be a point of contact between the Union/Students Body and Algoma University to ensure that proper policies and procedures are followed by the university
- Be a point of contact for students and help navigate their concerns in an empathetic and caring manner
- Review and assist students with academic appeals when needed - this may require acting as a student support representative as requested
- The Complaints & Success Officer needs to be available to correspond by email or phone, while navigating student concerns, and maintaining flawless confidentiality and high levels of respect
- Work with Executive Director and Finance Coordinator to determine resources, budget, and staffing needs to build and run extended student support services
- Work with Communications team and provide recommendations to further educate and engage students on ombuds-related support services
- Assist with the research and development of extended services that AUSU can provide and sustain in the future. This could include the following: assist in the transition from the role of a student to a professional by providing personalized help with resume writing, providing feedback to interview participants, linking students with career professionals and useful sources of information, providing students with personalized tools and techniques for being academically successful, and referring students to appropriate resources as needed, such as physical and mental health services.

Other General Duties

- Serve as a secondary HR representative and act as an internal conflict mediator for the organization.
- The Complaints & Success Officer will submit three annual reports outlining the work completed per semester
- Meet with Board and internal/external stakeholders on a variety of program opportunities and consult on relevant program/service offerings
- Other duties, relevant to the position, may be assigned

Compensation & Benefits

- 12 paid sick days per year
- The Complaints & Success Officer shall be enrolled in the extended Health & Dental plan under Student VIP and Travel Insurance
- Paid Gym Pass for the duration of this contract
Qualifications

- Bachelor Degree in a program such as Law, Social Work, Psychology, or related field
- HR training is considered to be an asset
- 1-3 years of similar work experience such as applying methods of conflict resolutions, writing reports, and research
- Experience in writing case studies or legal documents
- Must be eligible to legally work in Canada
- Comfortable working independently, remotely and in an office setting
- Excellent knowledge of English (written and oral); proficiency in other languages such as Hindi, Punjabi, or ASL is considered to be an asset
- Able to work in G-Suite (Google Docs, Spreadsheets, Slides, etc.) and Adobe programs
- Possess excellent communication and interpersonal skills
- Abides by Covid-19 policies put in place by AUSU and Algoma University

How to apply

If you are looking for a challenging and deeply rewarding opportunity and you believe you meet the requirements to be successful in this role, then please email your cover letter and resume to studentunion@algomau.ca by Wednesday, 20th July, 5pm EST

A contract extension will be considered based on performance. Only those selected for an interview will be contacted.

_AUSU is an equal opportunity employer who offers a diverse work environment. Applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, or disability status._