



Algoma University is committed to undoing systemic and institutional discrimination and being publicly transparent and accountable. Diversity, equity, and inclusion are fundamental to our Special Mission. In keeping with the Seven Grandfather teachings that are the core values that inform our decisions as an institution, we are committed to creating a welcoming, inclusive, respectful, and safe environment where everyone belongs. We live these values through the strength and richness that diversity brings to our workforce and welcome contributors from equity-deserving groups including: Indigenous Peoples, Black and racialized persons, women, Persons with Disabilities, 2 Spirit, Lesbian, Gay, Bisexual, Transgender, and Queer persons.

Job Title:	Student Success Navigator <i>Staff Bargaining Unit</i>
Position Status:	Permanent, 35 Hours/Week OSSTF
Department:	Student Success & Wellbeing
Supervision Received:	Director, Student Success & Wellbeing
Supervision Exercised:	Student Assistants
Location:	Sault Ste Marie
# of Positions:	1

PRIMARY FUNCTIONS:

A.	Student Success Support	70%
B.	Office Administration	20%
C.	Other Duties	10%
TOTAL		100%

Reporting to the Director, Student Success & Wellbeing, the Student Success Navigator is responsible for day-to-day operations to support students while performing a variety of administrative support tasks for all aspects of the Student Success & Wellbeing department. The position is one of the first points of contact for Algoma University students to provide an extensive student-centric approach to servicing student needs in a safe, inclusive, and welcoming environment. This position requires multitasking, prioritizing the needs of the students, initiative, cultural competency, professionalism, attention to detail, respect for



confidentiality, and problem-solving skills necessary for ensuring a positive experience in the Student Success Central.

RESPONSIBILITIES:

A. Student Success Support (70%)

- Provide excellent student service and foster a safe, inclusive and welcoming environment
- Respond to questions/concerns in person, over the phone, via email, and virtually
- Receive, screen, filter, and prioritize all forms of communication; direct questions/concerns/feedback to appropriate departmental staff members
- Book appointment for students with appropriate staff
- Provide registration changes
- Responsible for maintaining current knowledge of the university calendar, degree program requirements, deadlines, policies, procedures, regulations for course overloads, etc.
- Assist students in navigating student portal, website and to appropriate resources
- Track and collect data including daily interactions, surveys, note trends and provide input on Student Success continual improvement processes

B. Office Administration (20%)

- Maintain inventory control of office materials and supplies; submit purchase orders as per university policy and procedure & request (It, Plant, etc)
- Prepare drafts and format correspondence and other documents, as requested
- Checking and distributing mail; coordinating packages to courier
- Assist with coordinate Student Success Department events
- Schedule and coordinate meetings and/or conferences and book conference room
- Assist with meeting agendas, notes, and follow up
- Provide general administrative support to department needs
- Prepare Student Success communication material



C. Other Duties (10%)

- General logistical assistance with Student Success Central activities and events
- As assigned, this position may be required to assume other duties that are not listed in this document. Such activities will align with the growth and development of Student Success Central

WORKING CONDITIONS:

Physical Effort

Moderate

Sustain periods of sitting and keyboarding, set-up and take-down of student events/activities, including the possibility of lifting may be required. Front desk service position, with limited relief

Physical Environment

Considerable

Considerable work with situations and may need to engage in nonviolent crisis intervention and front-line service demands with a limited level of control

Sensory Attention

Moderate

Moderate need to achieve accuracy with ensuring accountability of student records, while maintaining confidentiality and accommodating regular interruptions including front-line service demands

Mental Stress

Considerable

Work activities are performed in an environment with frequent exposure to mental pressures conditions where mental stress may be noticeable. Such as frequent interruptions in a fast paced environment, dealing with emotional, personal, and social issues/concerns/needs, regular disruption of personal life with irregular hours or need to travel



MINIMUM QUALIFICATIONS

- An Undergraduate degree required
- Minimum 1 year experience in a customer service-based position
- Experience working with post-secondary students
- Experience working in an administrative role
- One certification in Mental Health response training (Non violent crisis intervention training, ASIST, MHFA, SafeTalk, or equivalent) required
- Cross Cultural competency training an asset
- Detail-oriented and able to prioritize workflow
- Understanding of the importance of abiding by confidentiality terms
- Familiarity with G-Suite and student records systems
- Excellent written, presentation, and communication skills
- Excellent interpersonal, organizational and prioritization skills
- Commitment to work both as a team member and independently
- Commitment to meet deadlines and manage time efficiently
- Ability to multitask in a dynamic fast paced environment with multiple interruptions
- Familiarity with Algoma's programs and degree requirements
- Willingness to work non-regular hours
- Multilingual considered an asset
- Be able to work effectively with people having diverse backgrounds, styles and abilities
- Travel as required
- Vulnerable Police sector check is required
- Commitment to understanding Algoma University's Special Mission and the Seven Grandfather Teachings

Salary Scale: **\$51,521 to \$64,401 annually**

**Please submit a resume and cover letter (combined PDF) to people.culture@algomau.ca
no later than 4:00 p.m. on February 5th, 2024.**

Algoma University is strongly committed to fostering diversity and inclusivity within our community and is an equal-opportunity employer. The university invites and encourages applications from all qualified individuals who would contribute to the further diversification of



our Institution, including equity-deserving groups that are traditionally underrepresented in employment (Indigenous peoples, racialized persons, women, persons with disabilities, and 2SLGBTQQIPA+ persons).

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005, upon request, accommodation will be provided by Algoma University throughout the recruitment, selection, and/or assessment process to applicants with disabilities.