International Resident Experience Research Assistant: Job Description

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Department:</th>
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<tbody>
<tr>
<td>International Resident Experience Research Assistant</td>
<td>Residence Life – Residence &amp; Housing</td>
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<td>Position Reports to:</td>
<td>Salary:</td>
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<tr>
<td>Coordinator, Residence Orientation &amp; Community Development (dotted line to Manager, Residence Life)</td>
<td>$20.00 per hour + 9% in lieu of benefits, maximum up to 457 hours</td>
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<td>Dates of Appointment:</td>
<td>Hours Worked:</td>
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<td>August 6th, 2019 – March 13th, 2020</td>
<td>This is a part-time position that works between 14 and 21 scheduled hours a week in the Residence and Housing office.</td>
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POSITION SUMMARY

The International Resident Experience Research Assistant supports the transitional and living experience of international residents living in SFU Residence through research and data gathering. Focusing mainly on the Residence’s Community Standards Process and Community Development model, this position will work with the Coordinator, Residence Orientation and Community Development (CROCD) and the Manager, Residence Life (MRL) to research and identify any gaps within the current residence life program in relation to conduct, programming, and transitional support for international residents. The International Resident Experience Research Assistant will be conducting an environmental scans of other institutions, examining survey data, meeting with campus partners connected to the support of international students, and meeting with international students. Using research and best practices, this role will also propose unique and creative ways to address the identified gaps so that SFU Residence and Housing can better support international residents. The position will produce a final report, with recommendations on how to enhance the Community Development Model and Community Standards Process. This position is funding by the International Student Work Experience in Student Services (ISWESS) Funding.

DUTIES AND RESPONSIBILITIES

1. Research for Community Development & Programming Support (70%)
   - Under the direction of the Coordinator, ROCD and Manager, Residence Life, searches for content relating to best practices and concepts for both Community Development and Student Conduct, specifically related to international students. (e.g. sanctions, communication approach with meeting request and decision letters, community development) in order to best inform the SFU Residence Life Department with their approach working with and supporting international students.
   - With support from the Coordinator, ROCD and Manager, Residence Life arranges meetings with key campus partners who support international students.
   - Identifies areas of gaps in the international student experience within the current practices and policies of the Residence Life Program.

2. Administrative Tasks (10%)
   - Attends bi-weekly one-on-one meetings with either the Coordinator, ROCD or Manager, Residence Life.
   - Submits reports and paperwork as requested or required (progress reports, responding to emails, timesheets, etc.).
   - Performs other administrative and clerical duties of similar scope as required by the Residence Life Management Team.
3. **Project Work (20%)**

- Establishes a timeline with the Coordinator, ROCD and Manager, Residence in the development of a final report.
- Collect and examine data from the different stakeholders meetings, to inform the final report and recommendations to Residence Life.
- From the research conducted, develops a final report with a list of recommendations to be delivered to the Coordinator, ROCD and Manager, Residence Life.

### DECISION MAKING

No Decision Making Responsibility

### SUPERVISION RECEIVED & EXERCISED

**Supervision Received**

The International Resident Experience Research Assistant, is supervised by the Coordinator, ROCD and has an informal reporting structure to the Manager, Residence Life. They meet bi-weekly with either the Coordinator, ROCD or Manager, Residence Life to discuss ongoing progress of the research and if there is need for additional support.

**Supervision Exercised**

This position does not supervise any position.

### UNUSUAL WORKING CONDITIONS

This position may be required to work some evenings and weekends depending on the schedule of campus partners and stakeholders during research gathering throughout the term.

### ENTRANCE QUALIFICATIONS

- Good research and report writing skills
- Good oral and written communications skills.
- Strong interpersonal and customer service skills
- Experience with compiling and organizing information and data
- Ability to maintain records with an attention to detail and high degree of accuracy
- Experience working in an environment with a diverse group of residents
- Ability to exercise mature judgment, initiative, diplomacy and tact
- Ability to work independently and as part of a team
- Effective listening skills and ability to communicate clearly
- Strong time management and problem solving skills
- Ability to work flexible hours, including afternoons, evenings, weekends, and holidays as required
- Must be in good academic standing (Minimum 2.5 GPA will be independently verified)
- Must be an SFU student, preference given to current residents of SFU Residence and Housing

If you have questions about this application, please email reslife@sfu.ca