

International Student Ambassador 2024-2025

International Admissions and Recruitment

Job Title: International Student Ambassador

Number of positions: 10

Application Deadline: May 10, 2024

Location of work: on-campus/virtual

Position Details:

International Admissions and Recruitment is hiring ten (10) undergraduate students for the International Student Ambassador positions. International Student Ambassadors' primary responsibility is to build positive relationships with prospective international students interested in Carleton University.

Ambassadors are expected to share general information about Carleton's programs, services and unique features, student life in Ottawa, and their own Canadian university experience with prospective international students by responding to **enquiries, writing blog content and testimonials, creating video content, and supporting the International Admissions and Recruitment office activities.**

Interactions will be mostly online, through our peer-to-peer direct messaging tool, online events like Open Houses, and on Carleton's prospective student social media accounts, but also at on-campus recruitment activities like inbound visits from school groups or international school representatives.

International Student Ambassadors are in contact with prospective international students from around the world, as they research their university options. The level of responsibility is high, as inaccurately relayed information could have a negative impact on the University.

International Student Ambassadors are self-motivated individuals willing to share their experiences and time with international students. They must maintain strict confidentiality, be responsive to the diverse social and cultural needs of the international student population, and keep informed about the services and opportunities available to international students at Carleton University. All International Student Ambassadors must have completed at least one full year of studies with Carleton University, be currently enrolled, be in [good academic standing](#), and be sensitive to the international student experience. They must be [eligible to work in Canada](#) as of the date of their application.

Required Skills/Qualities:

- A welcoming, open-minded, positive and engaging manner
- A customer/student focused mentality. International Admissions and Recruitment is often the first point of contact for most prospective international students, so a friendly, professional, and responsive approach is key.
- Experience working and communicating across cultures, and a sensitivity to the needs (academic, social and emotional) of new international students
- Excellent writing and presentation skills and the ability to write and create engaging blog and video content promoting Carleton
- Dependable, punctual, and reliable – timely responses to prospective student messages is critical (less than 24 hours)
- Strong attention to detail and commitment to accuracy of information, and ability to maintain confidentiality at all times
- Ability to use current social media platforms and video production (recording and editing) as an asset

Additional Assets:

- Native fluency in French, Arabic, Mandarin, Hindi, Spanish or other languages an asset.
- Personal experience with intercultural transition (being an international student, living or studying abroad, etc.) an asset
- Knowledge of international student services and processes (e.g. accessing UHIP) an asset
- Previous background in leadership, volunteerism, or campus involvement (peer support experience and training is an asset)

Candidates are selected on the basis of their university experience, enthusiasm, good judgment and superior communication skills.

Skills Highlights: Customer service mindset, excellent written and oral communication skills, and reliable working pattern.

Salary: \$16.55/hour (\$17.20/hour as of October 1st 2024)

Degree Program: Any – priority will be given to candidates based on diversity of programs represented by current/selected ambassadors.

Hours of Work: These positions report to an appointed staff member in the International Admissions and Recruitment office. Specific hours of work will be based on applicant's timetable, level of engagement and availability - to be discussed. Minimum 1-2 hours/month, up to approximately 10 hours/month, depending on the volume of enquiries, events, or need for additional content creation, where additional hours will be provided (possible evenings and weekends). Ambassadors will be hired on a termly basis, with the option to be extended.

Note: Student staff may be required to submit a vulnerable sector Police Record Check once selected for the position. Additional instructions will be provided to successful candidates.

Application instructions:

- Applications for this position can be submitted [here](#).
- Your application must include your resume and a cover letter.
- Students are strongly encouraged to review Career Services' [resume and cover letter resources](#) to familiarize themselves with best practices including submitting a tailored application.
- If selected, you'll be invited to submit a short video response to our interview questions.
- The deadline to apply is May 10, 2024.