



UNIVERSITY OF NORTHERN COLORADO

Office of Global Engagement

Cross-Cultural Engagement Graduate Assistant Job Description

Position Overview: The Cultural Engagement Assistantship is a graduate assistantship position offered through the Office of Global Engagement (OGE) to facilitate orientation programming and cultural immersion for incoming international students (Intensive English Program, non-degree exchange, undergraduate, graduate) and visiting scholars, while providing meaningful connections with UNC students, staff, faculty and the surrounding community. Under guidance and direct supervision from the Director of International Student and Scholar Services at OGE, this position prioritizes program planning and coordination to enhance the cultural experience of international students while also acting as a liaison for international students and scholars to university offices, student clubs and community organizations. This position also assumes additional administrative duties, including dedicated work hours at the OGE front desk when needed in a fast-paced multifunction office environment. The incumbent is expected to follow all OGE and UNC policies and guidelines, particularly those related to FERPA and confidentiality of student records, immigration regulations, university reporting duties, academic integrity policies and health and safety precautions, as well as provide general assistance to other units within OGE as part of a team support environment.

Position Qualifications: Outstanding interpersonal skills, including stellar listening abilities, are required for success in this position. Strong leadership skills, superior written and verbal communication are essential, as is a service-minded, student-focused attitude and ability to follow university policies and procedures. A high level of cultural sensitivity and multi-cultural competency is required with proven successful experience working with individuals of diverse cultural, ethnic, linguistic backgrounds. Experience working in an office setting under supervision is preferred; strong ability to multi-task and prioritize; experience with Windows-based computers, data entry and word processing experience; accuracy and punctuality is a must; ability to demonstrate critical thinking skills and ability to problem solve. Minimum 3.0 cumulative GPA is required. A valid Colorado Driver's License and clean driving record is required.

Preferred Skills and Qualifications:

- Demonstrated experience working and/or assisting individuals from diverse cultural and ethnic backgrounds to include international students, scholars, community members.
- General knowledge and understanding of UNC policies
- Sensitivity to and ability to operate in a fast-paced professional work environment and diverse cross-cultural setting
- Depending on programming needs, ability to work weekends and evenings outside of the standard work schedule
- Familiarity with general office equipment and professional business practices; knowledge of another language(s)
- Marketing and outreach experience
- Qualtrics experience
- Experience with university platforms (i.e., Bear Connect, Handshake)
- Prior experience living or studying abroad is a plus

- Prior event planning experience

Position Eligibility:

- Must be a current UNC student eligible for graduate assistantship for the applicable year
- Able to work an average of 16-18 hours per week (budget permitting) with some non-standard and weekend hours during the academic year and during breaks
- Available for Fiscal Year contract to begin July 1, 2024, or sooner if available

Cultural Engagement Event Duties:

- Collaborate with appropriate organizations across campus to plan and coordinate cross-cultural events, supporting UNC efforts in providing educational, cultural and social engagement opportunities that help foster integration and success of international populations on campus and in the local community, promoting a greater understanding and appreciation of all cultures.
- Coordinate, plan and help to implement International Education Week activities and other events highlighting OGE internationalization activities, in collaboration with appropriate organizations across campus.
- Plan, coordinate, and with the support of ISSS team, implement International Orientations and Graduation Receptions each term.
- Plan, promote (OGE website and social media, Bear Connect, and UNCO Events Calendar) and implement student oriented cross-cultural events that highlight the UNC and Colorado communities, both locally and regionally (i.e., Rocky Mountains, sporting events, museums, etc.)
- Document expenditures and create event budgets, while abiding by Colorado Fiscal Rules and UNC financial policy
- Manage the International Exchange Store, Little Free Library, Movie Library, including participating in donation drives
- Provide recommendations to OGE staff regarding programmatic needs and future cultural engagement opportunities.

Student Support Duties:

- Serve as an initial point of contact to answer questions, address issues and concerns where appropriate, providing guidance on university policies, deadlines, procedures, and campus resources to international students, responding to questions and concerns in a timely manner.
- Foster students' connections with peers, faculty and staff to support and advocate for their integration into the campus community
- Assist with providing support to international students and visiting scholars when necessary, such as accompany them to events, campus tours, grocery shopping assistance, social interaction
- Abide by all university policies and guidelines to include FERPA, federal immigration regulations, health and safety precautions, etc.
- Provide translation support to students with limited English proficiency as appropriate
- Perform other duties as assigned

Global Buddies Program Duties:

- Promote and oversee the Global Buddies peer mentoring program.
- Social media, student involvement fair, Bear Connect

- Recruit, train, and supervise domestic and international student mentors, including scheduling, organizing and facilitating mentor training.
- Match incoming international students with mentorship group, and provide support for mentees, including periodic check-ins, certificates/documentation, etc.

Transportation Logistics:

- Hire UNC student drivers through Handshake, train drivers on office procedures, maintain driver records; scheduling and communicating with drivers as needed for events and programming.
- Collaborate with ISSS staff regarding transportation needs, including, where needed, planning, promoting, and implementing events that require transportation.

OGE Support and Desk Duties:

- Following established professional business practices, provide general office front desk and general administrative support as needed (make copies, run errands, create Qualtrics surveys, answer phones, etc.) within established guidelines; screen and refer visitors to the appropriate person.
- In collaboration with other OGE team members, support social media and promotional campaigns, assist with creation of OGE newsletter, and other outreach materials.
- Provide assistance with event planning, materials distribution, and administration on and off campus.
- Attend OGE team meetings and ISSS meetings when possible.
- Other duties as assigned.

To Apply: Please submit your CV and a cover letter addressing your relevant experiences and qualifications for the role on Handshake. Job Code ##8886778