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 communities. This position prioritizes program planning and coordination to enhance the cultural experience of international students while also acting as a liaison for all international students and visiting scholars between university offices, student clubs and community organizations under guidance and direct supervision from the Director of International Student and Scholar Services at OGE. This position also assumes additional administrative duties to include dedicated work hours at the OGE front desk when needed in a fast-paced multifunction office environment. This position is expected to follow all OGE and UNC policies and guidelines, particularly those related to FERPA and confidentiality of student record policies, immigration regulations, academic integrity policy 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 are required; a high level of cultural sensitivity and multi-cultural competency is required; experience working in an office setting under supervision is preferred; proven successful experience working with individuals of diverse cultural, ethnic, linguistic backgrounds; strong ability to multi-task and prioritize tasks; 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.

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
- Qualtrics experience
- Previous website CRM experience
- Prior experience living or studying abroad is a plus
- Prior event planning experience

Position Eligibility:
• Must be a current UNC student enrolled in a graduate level program for the applicable year
• Able to work an average of 18 hours per week with some non-standard and weekend hours during the academic year and during breaks
• Available to begin July 1, 2023 or sooner if available

Cultural Engagement Event Duties:
• Support 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 and promotes a greater understanding and appreciation of all cultures
• Plan, promote and present events highlighting OGE internationalization activities
• Collaborate with appropriate organizations across campus to plan and coordinate cross-cultural events and ensure the greatest possible student participation
• Coordinate, plan and help to implement International Education Week activities in collaboration with appropriate organizations across campus
• Coordinate, plan and help to implement the International Graduate Reception in collaboration with appropriate organizations across campus
• Plan, promote and implement cross-cultural events that highlight the UNC community, local Greeley community, as well as the broader Colorado community (i.e., Rocky Mountains, Sporting Events, Museums, etc.) during the Fall and Spring semesters.
• Promote all OGE events including keeping OGE website, Bear Cave, and UNCO Events Calendar updated
• Manage the International Exchange Store, Little Free Library, Movie Library
• Document expenditures and create event budgets
• Inform OGE staff about programmatic needs and future cultural engagement opportunities

Global Buddies Program Duties:
• Promote and oversee the Global Buddies peer mentoring program
• Social media, student involvement fair, Bear Cave
• Recruit and train domestic and international students
• Match domestic and international students
• Run orientation
• Provide support for participants: check-ins, certificates/documentation, etc.

Transportation Logistics:
• Hire drivers through handshake, train drivers on office procedures, maintain driver records
• Collaborate with ISSS staff regarding transportation needs
• Schedule and communicate with drivers as needed for events and programming
• In coordination with OGE staff, plan, promote, and implement any events that require transportation
**Student Support Duties:**

- Welcome new international students to UNC community and introduce them to the campus resources
- Help with international student orientation
- Provide guidance into university policies, deadlines, procedures, campus resources to international students
- Serve as the first point of contact with new students to answer questions, address issues and concerns
- Serve as the representative on behalf of the international students to OGE/UNC
- Foster new students’ connections with peers, faculty and staff to support 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.
- Work closely with OGE staff to receive assignments, plan cultural events, handle student inquiries
- Respond to student questions and concerns in a timely manner
- Provide translation support to students with limited English proficiency as appropriate
- Perform other duties as assigned

**OGE Support and Desk Duties:**

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