

# STUDENTS' GENERAL ASSOCIATION ASSOCIATION GÉNÉRALE DES ÉTUDIANT(E)S



## Membership Services Manager, Intern Laurentian University Students' General Association

**Location:** Laurentian University Students' General Association

**Salary:** \$35,000-\$40,000

**Full/Part Time:** Full-Time 1 year contract + benefits

**Reports to:** Chief Operating Officer

**Desired Start Date:** August 24<sup>th</sup> 2020

**Closing Date:** The position will close when a qualified candidate is found

### Section 1: Information on the SGA/AGÉ

The SGA is the largest bilingual student association at Laurentian University, having recently celebrated over 45 years of service. The SGA is responsible for many different student services from health plan and U-Pass administration, welcome week and other events and student support.

As a member of the SGA team, you will be working in a dynamic and enjoyable environment that allows you to work towards association goals while also encouraging you to produce programming and support systems that would benefit our student population. As a staff member you will work with both student executive members, student staff and full-time employees to achieve success in a positive and flexible work environment.

### Section 2: Job Responsibilities

As Manager, Membership Services Intern, you will be the supervisor for the SGA/AGÉ V-Desk, you will be responsible for providing front line service to students and campus visitors as well as scheduling and managing the V-Desk customer service clerks. Your responsibilities will include/but not be limited to:

- Scheduling
- Ticket sales
- Health plan inquiries and support
- Basic computer/spread sheet work
- Cash handling
- Responding to email and phone inquiries
- Club information management
- Other administrative tasks

### Section 3: Qualifications

- Bilingual
- Post-Secondary degree or diploma
- Excellent customer service skills
- Strong leadership skills
- Experience with content creation
- Excellent planning, organization and time management skills

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- Ability to work independently or as part of a team
- Strong interpersonal skills
- Eligible for the Northern Ontario Heritage Fund Grant  
Criteria
  - University and college graduates who have graduated within the last three years from an accredited college or university. Candidates must be graduates of post-secondary degree or diploma programs.
  - The position must provide the intern with first time employment in their field of study.
  - Candidates are only eligible to participate in the internship program one time.
  - Candidates must be legally entitled to work in Canada.

The above responsibilities are intended to describe the general nature and level of work being performed in this position. Other responsibilities, duties, and skills required of the position may be assigned as required.

THIS OPPORTUNITY IS  
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