

Job ID: SCHII-23-51
Job Title: Student Success Advisor
Department: Student Success Centre
Campus: Thunder Bay, ON
Status: Full-time, 7 month contract
Job Category: Non-Union

Date Posted: November 22, 2023
Closing Date: November 28, 2023

Why Lakehead University?

Thunder Bay is one of Canada's top emerging cities. Here you will find a mix of modern city living and the best of nature – all on your doorstep. Thunder Bay provides small city affordability, big city opportunities and the bonus of a superior lifestyle. When it comes to location, nature and cost of living, Thunder Bay is one of the best places to live in Canada. For more on the vibrant city of Thunder Bay, visit thunderbay.ca.

At Lakehead University we challenge the conventional to provide a university experience that's far from ordinary. Your unique ideas will be respected and encouraged. Join our thriving academic community where you can make a real difference through innovation and collaboration.

Lakehead is a comprehensive University with a reputation for innovative programs and cutting-edge research. In 2022, for the third year in a row, Lakehead University was included in the top 100 of the Times Higher Education Impact Rankings. Lakehead is the highest ranked university in the world with under 10,000 students. Maclean's has once again included Lakehead University among Canada's top 10 primarily undergraduate universities in the magazine's 2023 University Rankings.

About this Job

The Student Success Advisor (SSA) on the Thunder Bay campus develops and implements student success programming, including the implementation of a University-wide approach to orientation and transition, first-year experience programming, leadership development, student success advising, and other student engagement services such as student appreciation.

The Student Success Advisor assists students in discovering their academic goals and in achieving those goals, contributing to the overall retention rates of the university while improving student experience and satisfaction.

Job Duties

- Identification of the transitional needs of each incoming class and various student groups.
- Responsible for development of the Winter, Spring / Summer, and Fall Orientation plans and related event and program communication strategies.
- Coordinates the implementation of a university-wide orientation effort across both campuses. Support strong working relationships between orientation stakeholders, including but not limited to Residence, Conference Services, Lakehead University Student Union, Faculties, Indigenous



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Initiatives, Lakehead International and Student Affairs departments.

- Lead and coach inter-department Orientation and Transition committees to achieve orientation objectives.
- Submit event and program plans including risk management procedures and budgets.
- Provide updates and reports on process and outcome measures.
- Develop and deliver workshops that promote academic skills and success, including: Reading and Notetaking, Study Skills, Exam Preparation, Academic Writing, Planning for Graduation, Time Management, Marketing your Degree, etc.
- Research, plan and deliver developmental programs designed to meet the needs of specific student populations, such as first-year, probation, transfer, first-generation and others.
- Identify and develop plans with students related to postsecondary, career, and postgraduate opportunities.
- Implement Student Outreach initiatives, including Early Alert programs, to identify, track, and engage at-risk learners.

Qualifications

- Minimum of 3 years related experience
- The position of Student Success Advisor requires advanced interpersonal skills, high emotional intelligence and diplomacy. Uniquely, this position requires a strict adherence to both technical and ethical demands.
- Knowledge of social media and emerging communication channels
- Understanding of time management and prioritization
- Understanding of presentation software
- Understanding of spreadsheet software
- Understanding of fundraising and sales techniques to support revenue generation
- University programming requirements, regulations, department specific information and other university services for the purpose of appropriate referrals.
- Knowledge of courses and timetable offerings to provide effective assistance to students during the course selection process
- Knowledge of postgraduate opportunities for students
- Knowledge of business communications and writing, including grammar and writing practices
- Ability to develop and present information to large groups
- Ability to juggle multiple tasks, and adjust to shifting priorities
- Ability to work independently with variable access to management

Working Conditions

- Office environment

What do We Offer?

This position offers a competitive remuneration package including salary, comprehensive benefits package, life insurance, pension plan, and tuition waiver.

How to Apply

Interested applicants may apply by clicking on this link to [this Google Form](#) and attaching your cover letter and resume in word or PDF format.



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If you are experiencing any issues with the Google Form, please email humanres@lakeheadu.ca for assistance.

We appreciate your interest; however, only those selected for an interview will be notified. Lakehead University is committed to creating a diverse and inclusive environment and welcomes applications from all qualified individuals including women, racialized persons, Indigenous people, persons with disabilities and other equity-seeking groups. All qualified candidates are encouraged to apply; however, Canadian citizens and permanent residents will be given priority. This is in accordance with Canadian immigration requirements.

Lakehead University is committed to supporting an accessible environment. Applicants requiring accommodation during the interview process should contact the Office of Human Resources at (807) 343.8334 or human.resources@lakeheadu.ca to make appropriate arrangements