



Employment Opportunity

STUDENT RELATIONS REPRESENTATIVE

Newman Centre Catholic Mission & St. John Henry Newman Parish

89 St. George Street, Toronto, ON M5S2E8

4-5 Part-Time positions (7-10hrs per week)

Overview:

The Newman Centre Catholic Mission & St. John Henry Newman Parish is seeking 4-5 part-time Student Relations Representatives, who are flexible to work evenings and weekends. They will be the first point of contact when someone enters the doors of the Newman Centre during their work hours, and thus, this position is key in effectively carrying out our Mission. The role will have a focus on Hospitality, Relational Ministry, and Evangelization, while performing entry-level administrative tasks, maintaining the student Drop-In Spaces, and working as a part of the Development Team. This position will involve both inbound and outbound phone work, along with in-person and email communications.

Reports to: Operations Manager

Shifts available:

Monday to Friday 5pm – 9:15pm

Sunday 10:30am – 1:30pm and 5:30pm – 8:30pm

with the flexibility of working some Saturdays (event-based)

Start Date: Mandatory Training will be from 9am – 5pm on Tuesday, August 30th and Wednesday, August 31st. Work Shifts begin as of Tuesday, September 6th, 2022 until April 28th, 2023.

Note: Weeknight shifts are not available during the Friday of long weekends, Reading Weeks, Christmas Break, and Exam Times, as the Newman Centre closes earlier during these times.

Responsibilities:

- Creates a welcoming and hospitable environment for guests, by greeting them as they enter, answering any inquiries, (could be through various communication channels, ie. in-person, by phone, or by email), directing visitors to the appropriate room or individual, and providing new guests with a tour of the Newman Centre/Parish if needed, and some information about our History and Mission.
- Receives and acknowledges any feedback, concerns, or questions that they are unable to address and forwards them onwards to the appropriate person.
- Building and maintaining relationships with all individuals, organizations/groups, and ministries that are a part of the Newman Centre, ie. Undergraduate and Graduate students, Alumni, Parishioners, Professors of the University of Toronto, and the Staff of the university, etc.
- Assists individuals with completing the new Parishioner Registration or update forms, reserving Mass Intentions, making Donations, purchasing merchandise, registering for events, Sacrament inquiries, and all other requests.
- Ensure that conversations and atmosphere of the Newman Centre Drop-In Spaces are conducive to the Mission of the Newman Centre and refer issues to the Pastoral Staff if any serious concerns arise.
- Updates contact information in our database.

- Actively participates in the Development Initiatives, including outbound phone call campaigns and preparing appeal letters.
- Responsible for the opening and closing duties of the Newman Centre and Parish at designated times.
- Assists students with reserving, taking out, and returning books from the Newman Centre Library. Also tidying up the library to maintain a clean appearance.
- Helps with the set-up and clean-up for events happening during their shift.
- Keeps the workspace, the Newman Centre, and the Parish tidy by maintaining its cleanliness and appearance.
- During the winter, assist with shovelling to keep all walkways, porch entrances, church entrance, and driveway clear of ice and snow and lay down salt as needed.
- Ensures all Newman Centre Catholic Mission/St. John Henry Newman Parish policies and guidelines are followed.
- Able to maintain and update spreadsheets/databases and records, take messages, facilitate communications with other Part-Time staff, and perform other administrative tasks.
- Provides support to all the Newman Centre Staff Team and guests when necessary.
- Other duties, as required

General Requirements:

- Must be a current student enrolled in the 2022/23 academic year at the University of Toronto St. George Campus.
- Similar work experience or volunteer work in a chaplaincy or parish setting is an asset.
- Must be flexible and willing to work weekday evenings and weekends as needed.
- Must have strong communication skills, both written and verbal.
- Demonstrates ability to build rapport quickly, identify and understand the individual's needs, and respond to them accordingly.
- Must have strong administrative and computer skills. Experienced with Microsoft Office, Google Docs, and Outlook.
- Must be willing to learn and make outbound telephone calls to support our Development Team.
- Ability to work independently and as a part of a team.
- Must be open to receiving feedback and coaching, and is able to quickly implement learnings.
- Must be willing to maintain and clean workspace and student Drop-In space areas as needed.
- A faith-based understanding of the Catholic Church, its tenets and culture, and respect for its leadership and parish clergy.
- A criminal background check will be required of the successful applicant.
- Must be able to lift or carry up to 40lbs.

Those wishing to be considered should submit their resume and cover letter in MS Word or PDF format to: **Rachelle Ezechiels** at **rachelle.ezechiels@newmantoronto.com**. Deadline for receipt of applications is **August 8, 2022**. We thank all applicants, however, only those selected for an interview will be contacted.

In compliance with the Accessibility for Ontarians with Disabilities Act (AODA), the Archdiocese of Toronto provides reasonable accommodations to individuals with disabilities. If contacted for an interview, applicants should make any accommodation needs known at that time.