



## Position: Bus Pass Assistant- Temporary

### WHAT WE STAND FOR

The Mohawk Students' Association exists to ensure all Mohawk Students achieve personal success in their college experience and beyond. We empower Mohawk Students to create a community they can lean on for positive experiences, relevant supports, a listening ear, and a strong voice so they can achieve personal success in their college experience and beyond.

Led by the Executive Director and an elected Student Board of Directors (BOD), we are a Non-Profit Organization that supports students through our Areas of Focus:

- Advocacy & Leadership
- Engagement & Support
- Sustainability & Operations

While we are a separate organization from Mohawk College, we work collaboratively with the college to reach our goals.

### MY MSA TEAM

We live our values to ensure we achieve our **Student Driven** Vision and Mission. **In This Together**, we collaborate in transformative ways within and beyond our departments, helping wherever we are needed. We **Believe it's Possible** by focusing on outcomes rather than outputs. We prioritize **Foster Belonging**, where all staff members feel purposeful and supported as their authentic selves. And we share and learn through the power of **Storytelling**.

### MY STUDENT SERVICES TEAM

As an integral part of the larger Student Experience Team (Programming, Communications, Services), the Student Services Team provides relevant supports and services, which include a health and dental plan, bus pass, and academic, wellness and life services, that meet the social, physical, mental, and professional well-being of students.

## OUR VALUES



### Student Driven:

We are passionate about Mohawk Students and all our efforts are devoted to enhancing their experiences.



### In This Together:

Collaboration built on trust across the Mohawk community is essential to ensure every student interaction matters.



### Believe it's Possible:

Fueled by outcomes and insight, we strive to find solutions for how we can meet the evolving needs of students.



### Foster Belonging:

We connect the Mohawk Community to ensure everyone feels invited, welcomed, and included as their authentic self.



### Storytelling:

We strive to tell, share, and learn from stories in meaningful ways.



Watching students succeed and knowing that we played a part in that success, is the best part of our job.

## WHAT YOU DO

As the Bus Pass Assistant, you provide front-line service to our students. You act as an ambassador, collaborator, and connector, sharing MSA information, working together with the Student Services team and other MSA staff. You listen to students' questions and concerns, helping where you can, and connecting them to MSA. You will provide the MSA with insight into your issues and concerns brought to the front desk.

This role works collaboratively to ensure the success of all departments, because we are in this together

### What Success Looks Like in This Role:

You ensure that students get what they need, when and how they need it. You play an active role within the Student Services team to ensure that students at your campus are engaged, served, and feel included at the MSA.

### Primary Accountabilities:

- Distribution of PRESTO Bus Pass cards to students who have been deemed full-time, using the internal verification system.
- Providing information to students on retrieval of voucher codes, registering and activating their Bus Pass with the PRESTO website.
- Trouble-shooting issues surrounding voucher codes, and PRESTO Bus Pass registration.

## HOW YOU DO IT

### Responsibilities

- Deliver MSA Services (MSA PRESTO Bus Pass) to students, including PRESTO card distribution and assisting students in activation of their cards.
- Foster interpersonal connection to deliver service smoothly, while sharing other relevant MSA information with students.

## MSA VISION

All Mohawk Students achieve personal success in their college experience and beyond.

## MSA MISSION

We empower Mohawk Students to create a community they can lean on for positive experiences, relevant supports, a listening ear, and a strong voice.

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## BUS PASS ASSISTANT {NON-STUDENT}

### Reports To:

Manager, Student Services

### Department:

Student Services

### Classification:

Non-Student, Up to 30 hours per Week, Temporary

### Pay Band:

\$17.00



- Trouble-shoot relevant issues to assist students with the PRESTO process and provide insight and feedback to the MSA about student common concerns involving the PRESTO Bus Pass.
- Connect with the MSA and Mohawk College to assist students with any questions or concerns.

### **What you Need in Education, Experience and Training for your Department:**

- Customer Service
- Use of software (Qcard, excel) and familiarity with the PRESTO Bus Pass website and process
- General knowledge of both Mohawk College and the MSA to assist and direct students
- Must maintain confidential information
- Ability to multi-task
- Ability to deal with large groups of students at one time

### **What Knowledge, Skills and Attitudes that you require:**

- Passion for working for and with post-secondary students.
- Ability to adapt to an ever-changing environment.
- Proficiency in a digital environment.
- Ability to work independently with minimal guidance.
- Good communication and interpersonal skills.
- Good organizational and multi-tasking skills.

### **HOW WE SUPPORT YOU**

This position is entitled to the following:

- Staff Wellbeing Initiatives.
- Celebrate an Individual's Authentic Self.
- Work Culture that prioritizes that staff have a voice, feel a sense of belonging, and have fun together.

### **EQUITY, DIVERSITY, AND INCLUSION**

The MSA seeks qualified candidates who share our commitment to equity and inclusion, who will contribute to the diversification of ideas and perspectives, and especially seeks applications from indigenous (First Nations, Métis, or Inuit) peoples, members of racialized communities,

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### **EQUITY, DIVERSITY AND INCLUSION**

Equity and Diversity are core MSA values engrained in the work that we do to support Mohawk students.

The MSA believes the commitment to our values of equity, diversity, and inclusion requires continuous care. It's about fostering a culture of open-mindedness, compassion, and inclusiveness among individuals and groups, where leadership is made up of different people with diverse perspectives.

The MSA is actively building a community where everyone is encouraged and celebrated to be themselves and whose members have diverse cultures, backgrounds, and life experiences in order to challenge and dismantle systemic oppression.

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persons with disabilities, women, and persons who identify as 2SLGBTQ+.

#### How to Apply:

To apply, please send your resume and cover letter to:

[Natalie.Fisher@mohawkcollege.ca](mailto:Natalie.Fisher@mohawkcollege.ca)

- Please include in the subject line of the email the title Student Services Buss Pass Assistant Fennell Campus, your last name first and then your first name.

If you have questions regarding the hiring process for the Student Services Assistant Student position or require accommodation in the interview process, please reach out to: [msarecruit@mohawkcollege.ca](mailto:msarecruit@mohawkcollege.ca). We will be accepting applications until July 29, 2022, or until the position is filled. The expected start date is August 22, 2022.

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#### ACCESSIBILITY

As part of our commitment to accessibility for all persons with disabilities. The MSA will, upon the request of the employee, provide accommodation.

Should you require accommodation at any point during your employment with the MSA please contact People and Culture at [msarecruit@mohawkcollege.ca](mailto:msarecruit@mohawkcollege.ca)

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