STUDENT LIFE REPRESENTATIVE

Position	Student Life Representative
Location	Conestoga College - Various Campuses (as assigned; may be eligible to work at other locations or virtually as needed.)
Reports To	Member Support Associate; or, in their absence, the Member Support Supervisor
Time Requirement	Up to 20 hours per week (some evenings and weekends may be required)
Hourly Wage	$20.69
Revised	November 2026

COMPANY OVERVIEW

Conestoga Students Incorporated ("CSI") was founded in 1973 and is the official student association representing more than 15,000 students at all Conestoga College campuses. All full-time fee-paying students are the owners and customers of CSI, and we are dedicated to serving the students to the best of our ability.

CSI's mission is to enhance student satisfaction and success by providing a variety of student services at a cost justified by the results. To achieve this mission, we are working to ensure students have access to skills development.

Why Join Us?

CSI is a team of enthusiastic individuals ready to assist students in their academic and professional ventures. CSI is committed to supporting its team members every step of the way through active coaching and opportunities to develop the necessary skills for all professional fields.

CSI's student employees also have access to:

- Competitive wages
- Paid sick days
- Paid time off to observe culturally significant events
- Discounts at our food services outlets
- Employee engagement activities

For more information on what we do and the services we offer, please check out our website at: https://conestogastudents.com/.

POSITION OVERVIEW

Student Life Representatives are highly knowledgeable peers who are at the forefront of promoting and providing CSI's student services and events at all campuses of Conestoga College. Although many duties and responsibilities relate to servicing student needs in the Service Hub area, Student Life Representatives also support and execute engaging promotions- and event-based activities. A high level of customer service and empathy is expected in this role; Student Life Representatives must remain respectful, courteous, and professional at all times when servicing clients.

This position reports directly to the Member Support Associate or Member Support Supervisor. In carrying out the duties of this position, a great deal of autonomy is exercised, with final overview by the Member Support Supervisor. It is also important that the Student Life Representative works closely with the Member Support Supervisor to ensure that they are up-to-date on the basic overall operations of CSI's services. In all activities, it is crucial that the Student Life Representative recognizes that service to students is a top priority.

You will learn to:

- Navigate various customer service and collaborative situations using interpersonal skills, critical thinking strategies, and relevant negotiation and conflict resolution skills to ensure a professional level of customer care.
- Utilize technology and tools for communication, collaboration, information management, data analytics and decision support.
- Execute small-scale events and activities to meet organizational and/or client needs.
- Propose strategies that support intercultural awareness and inclusion to create events that meet the needs of diverse populations.
- Participate in marketing activities to promote company services, events, and activities.
- Promote event and service information through a variety of methods to meet established objectives.

DUTIES AND RESPONSIBILITIES

SERVICES

- Provide quality customer service to the students of Conestoga College, adhering to the CSI Customer Service Standard.
- Communicate CSI services, funding services, and events to the client base.
- Respond to student and staff inquiries in a timely manner, directing client questions to the appropriate person.
- Track all client inquiries, feedback, and concerns on the inquiry tracking spreadsheet.

- Work closely with the Member Support Associate/Supervisor, reporting the status of CSI's services operations.
- Assist the Member Support Supervisor or the Member Support Associate in creating monthly counts and end-of-semester reports.
- Complete clear, accurate, and legible shift reports at the end of each shift.
- Open and close the Service Hub and ensure that closing checklists are completed.
- Ensure a high standard of health and safety, cleanliness, and sanitation in all work areas at all times.
- Control inventory of supplies and materials, including ordering, monitoring, completing damage reports, and researching new products and services to be offered.
- Implement continuous improvements to services offered by CSI to ensure operations meet the needs of students.
- Assist in the planning, implementation, and execution of support service programming at Conestoga College.
- Assist in research projects for the Member Support Team, as needed.
- Attend regularly scheduled meetings with the Member Support Associate/Supervisor.
- Attend monthly staff meetings.
- Provide coverage at the Gaming Lounge:
    - Rent out video games, gaming consoles, controllers, board games, card games, etc. to students.
    - Control multimedia volume levels.
    - Monitor all activities within the Lounge space.
    - Open and close the gaming lounge.

EVENTS

- Assist with the execution of on- and off-campus student activities, events, and programming to ensure students are involved, engaged, and informed.
- Perform event-related duties and tasks as assigned to ensure seamless event execution. Tasks vary by event and may include any combination of set-up, tear-down, food service, cash handling, face-to-face interaction with students, assisting entertainers and vendors, acting as a stage hand, and other duties as assigned.
- Frequently lift and move objects of up to 50 lbs.
- Distribute prizes and Welcome Kits, and assist in the setup and tear-down of such distribution events.
- Organize and track inventory, including ordering, shelving, etc.

PRODUCTIONS (AS ASSIGNED)

- Plan the implementation of AV for in-person student activities, events, and filming/streaming hybrid events.
- Help with execution of online stream-based content through use of programs and software such as OBS, Twitch, Zoom, etc.
- Support CSI regular programming ranging from running small-scale productions to large-scale shows and concerts.

- Maintain the audio and visual equipment and storage spaces.

OTHER GENERAL DUTIES

- Work in accordance with corporate by-laws, policies and procedures, particularly the CSI Mission Statement.
- Practice professionalism and impartiality when handling sensitive personal information.
- Maintain confidentiality for business practices.
- Strictly adhere to Health & Safety laws, policies, and procedures.
- Work in an organized manner where detail, accuracy, and confidentiality are critical.
- Attend meetings and committees when required.
- Work with members of the College to build strong relationships between CSI and Conestoga College.
- Attend monthly staff meetings and CSI-related training days (mandatory).
- Perform other duties as assigned.

QUALIFICATIONS

- Must be enrolled full-time at Conestoga College and be a fee-paying student.
- Candidates must also be able to demonstrate the following:
- Understanding of CSI's services.
- Comprehension of instructions and information relating to CSI's services.
- Customer service skills.

STUDENT ELIGIBILITY

All students in this position must:

- Be in a full-time degree, diploma or certificate program at Conestoga College.
- Maintain a full-time course load. Part-time studies may be allowed for students who are registered with Accessibility Services and require a reduced load.
- For Spring term positions (May to August), be returning to full-time studies in the Fall term to be eligible.
- Have a valid Social Insurance Number.

International students must:

- Hold a valid Canadian study permit that allows on-campus employment.
- Adhere to all requirements stated on their study permit.
- Adhere to all Canadian student visa requirements.

WORKING CONDITIONS

PHYSICAL DEMANDS

This position will spend long hours sitting and using office equipment and computers, which can cause muscle strain. Long hours will also be spent standing, walking, and lifting/carrying objects of up to 50 lbs.

ENVIRONMENTAL CONDITIONS

This position performs work primarily in a busy, open area office and is faced with frequent interruptions and meetings with others on a regular basis. Occasional travel between campuses may be required. Some work may be required after office hours and on weekends. Work may be occasionally performed outdoors as weather permits.

SENSORY DEMANDS

This position will require long periods of intense concentration in the face of frequent distractions. The incumbent must also spend long hours on the computer entering information which requires visual focus, attention to detail, and high levels of accuracy. This position will at times be subject to loud noises and bright lights.

MENTAL DEMANDS

This position will be expected to manage and meet multiple competing deadlines. The incumbent must also be able to deal with a wide variety of people on various issues.