

Job Title

Medical Student & Alumni Centre Ambassador

Wage: \$19.25 per hour

Number of Openings: 1

Hours Per Week: 5-20

Work Learn Supervisor: MSAC Operations & Events Manager, Adrienne Hammond

Work Learn Supervisor Email: adrienne.hammond@ubc.ca

Position Length: May 1 2023 - August 31 2023

Eligible candidates must be first year VFMP students

Desired Skills

Works Well Under Pressure

Time Management

Independent Thinking/ Work Ownership

Oral & Written Communication Skills

Adaptable to Change

Problem Solving Capacity

Positive Can-do Attitude

Superior Work Ethic

Self-confidence

Customer Service

JOB DESCRIPTION*Student Duties***Event Coordination**

- Provide onsite, real time event support for 4-8 events at once; responsible for time management and prioritizing events in order of occurrence and support need
- Receive day-of instructions and be prepared to work independently to coordinate the day's events, while managing administrative projects. This requires taking ownership of work and being comfortable working without direct supervision
- Set up and take down event furniture, according to floor plans
- Set up and take down of audio visual equipment including video conference (VC) technology, microphones, speakers, audio connectors
- Greet student event planners, alumni centre booking clients, catering staff, food delivery staff, and general centre guests, upon their arrival
- Work independently to assist with coordinating any last minute event requirements such as floor plan changes, and audio visual needs.
- Monitor the back end of the video conferencing system during conferences
- Show adaptability, analyze problems that occur in real-time and find solutions to technical difficulties while working under pressure
- Be a point person for any medical or other emergencies that may occur during an event i.e. have a working knowledge of emergency procedure protocol
- Ambassador may need to assist with Faculty of Medicine Alumni Engagement events (sometimes occurring on UBC Campus), requiring business casual dress, a demonstration of outmost professionalism, and ability to assist with various tasks including registration, set-up, VC support and minor last minute tasks e.g. The Annual General Meeting

Building Operations and Maintenance

- Maintain a working knowledge of all the resources and equipment that the MSAC has that can be lent out and how to find/access them (i.e. a megaphone, camera tripod, computer adaptors etc.)
- Uphold and enforce facility policies and procedures
- Ensure building maintenance standards are being met and report any issues with supervisor (making sure cables and cords are put away neatly, kitchen is clean, lights are turned off, doors are locked for the night etc.)
- Minor maintenance and cleaning tasks when necessary e.g. organizing the kitchen, updating trophy cabinet layout

Administrative and Customer Service

- Manage the centre's email inbox and tasks stemming from it, including but not limited to: written correspondence with event organizers, facility renters, and Faculty of Medicine Room Bookers; scheduling events using an online calendar management system; video-conference booking and updates; updating event bookings; responding to student inquiries
- Utilize WordPress, SharePoint and Microsoft Excel to assist with scheduling daily Ambassador responsibilities
- Process event attendance statistics
- Maintain and update Ambassador manuals
- Write tri-annual reports to the Medical Alumni Association
- Perform other miscellaneous administration projects when required

Relationship Building

- Act as a liaison/student voice between medical students and MSAC staff to bring forward any user issues and/or concerns

Supervision Received

The position reports directly to the MSAC Operations & Events Manager. The position will occasionally work under direct supervision, but most often independently. The Ambassador will receive a clear set of policies and procedures, pertaining to venue policies, customer service expectations, and emergency procedures; they will perform familiar duties independently and in accordance with these established procedures. They are encouraged to exercise initiative and judgement in establishing priorities and completing assigned tasks. The role maintains regular contact with the supervisor through in-person interactions at the beginning of scheduled shifts and by email.

Level of Complexity

This position maintains independent work while managing multiple events in one evening, along with administrative tasks such as MSAC email inbox management. Work must be completed thoughtfully and accurately to ensure the success of each event, and the satisfaction of event organizers. The Ambassador must be able to learn complex audio visual equipment, monitor multiple systems at once, and be able to problem solve in case of technical difficulties.

How does this role relate to the goals of the unit/program?

The Medical Student & Alumni Centre, also known as MSAC (pronounced "Em-Sac") is at the heart of student life for UBC medical students. The MSAC's amenities and activities help reduce the stress, fatigue and burn-out that so often accompany the demands of the medical profession. MSAC encourages social and professional engagement by providing a place to share skills and insights in a supportive, and relaxed setting. The centre's main goal is to foster the recreational, social and creative

pursuits of its members, resulting in well-rounded, capable graduates, who are enriched through a range of diverse experiences. Through workshops, presentations, artistic events, physical activity, and social celebrations, UBC Medical students are able to gain the "soft skills" necessary to any successful physician. For alumni, the MSAC is a gathering place for reunions and meetings of the Medical Alumni Association, as well as an inviting space in which to hold personal events with family and friends. The MSAC Ambassadors are valued and instrumental members of the MSAC team and ensure that the facility meets its goal of being a welcoming place for social and recreational gatherings. Through-out the year the Ambassadors help foster positive relationships with the medical community, and in turn build their own interpersonal skills.

QUALIFICATIONS

Skills and Knowledge

- Strong customer service skills; engaged, friendly, service oriented and has a professional demeanor
- Excellent time management and organizational skills
- Confident with audio visual equipment and desire to learn about videoconferencing
- Previous event coordination, customer service, or hospitality experience is an asset
- Previous audio/visual/videoconference experience is an asset
- Experience and competency with Microsoft Office (Outlook, Word, Excel, SharePoint), WordPress

Education Level

- Current or returning senior UBC Student in undergrad or graduate program
- Preference given to Medical Doctor students
- Current First Aid and CPR or willingness to obtain is an asset

Fit

- Confidence and a willingness to learn new computer programs and technology equipment
- Detail oriented, a quick learner, reliable, and a self-motivator
- Possess excellent interpersonal skills, effective oral and written communication skills, and a strong attention to detail
- Ability to stay calm under pressure and have patience during busy nights and when technical difficulties arise
- Adaptability to last minute changes and openness to renters requesting last minute alterations/accommodations
- Desire to work in a fast-paced and fun/social environment
- Varied availability – mainly in the evenings Monday to Friday, but occasional weekend work required

STUDENT LEARNING COMPONENTS

Orientation and Training

- Facility tour, orientation, on site event training from supervisor
- Audio visual equipment training
- Videoconferencing management training
- Administrative tasks training, including how to manage mailbox and complete administrative tasks e.g. book rooms for events, update the MSAC online events calendar, and communicate with UBC professional staff.
- Training in customer service standards and expectations
- In-person training and job shadowing from current Ambassadors

- Ongoing training and support throughout appointment to ensure continued learning and growth
- Provided a detailed written job manual
- Mid-year all-staff meeting to discuss any changes to procedures and to brainstorm best practices

Ongoing Support, Evaluation and Feedback

- Formal opportunities to reflect on work-flow, analyze personal strengths and weaknesses and the overall environment of the MSAC via written feedback forms
- Formal 1 on 1 meetings 3 times per year via appointment with the Operations & Events Manager for professional development, feedback, and to ensure Ambassador learning goals are being met
- Open door policy for all questions and areas where support is needed
- Continuous supportive feedback with open communication to encourage an open dialogue workplace
- Supervisor will be available for consultation in person, via email or phone during regular office hours and evenings
- Feedback sessions include opportunities to show self-motivation by suggesting ideas/ways to improve the centre's operations and time to work on self-determined initiatives

Mentorship Opportunities

- Opportunities to meet residents and physicians who visit the centre and ask questions about their career paths, gaining firsthand knowledge about the realities of pursuing a medical career
- Working under the supervision of the Operations and Events Manager, who will demonstrate and explain many aspects of facility management, scheduling and logistical matters
- General career mentorship from the Operations and Events Manager, such as: professionalism, interacting successfully with staff and faculty, and conflict management
- Opportunity to meet potential Medical community mentors through event networking

Encouragement and Support for Reflection

- Based on the skills the successful candidate brings to the position, the Ambassador is encouraged to work on and partake in projects which cater to their strengths (ie. Communications pieces, web updating, stats projects etc.).
- Half way through the appointment, the Ambassador is asked to provide feedback on current role, what are some types of projects they would like to work on more and what type of skills they would like to continue to improve upon

Personal and Professional Development

- The work environment supports the development of skills in: critical thinking, independent problem solving, organization, administration, time-management, conflict resolution and technology use.
- Relationship building skills with repeat clients and the medical community
- Opportunity to help develop skills in Microsoft Office, WordPress, and SharePoint while supporting various projects
- Understanding of video conference technology and basic audio/visual equipment and care, as well as learning to solve unexpected technical difficulties
- Opportunity to develop excellent listening and communication skills from working with a wide range of clients with diverse needs

Complementation of Classroom Learning

- Events held at MSAC are often of an academic medical nature and clinical skills practice and directly complement and enhance the Ambassadors classroom education

- During shifts where workshops or interesting presentations occur, the students have opportunities to sit-in to events while managing their other tasks, resulting in both classroom supplementation and learning to multi-task. E.g. participation in OSCE prep workshops around exam time.
- Ambassador will encounter deadlines they will need to work under and will need to collaborate with fellow group/unit members on some tasks assigned

Workplace and Graduate Competencies

- Exposure to and experience within a professional office environment
- Experience working with professional UBC staff in other departments and the public to enhance interpersonal communication skills
- Enhanced leadership skills
- Further development of effective time and workflow management skills
- Development of comprehensive skills in day-of event coordination and logistics, including communicating with participants, and providing onsite supervision and trouble-shooting during events
- Developing the ability to identify and articulate one's own learning, through reflections (oral and written), feedback and meetings with team and supervisor.

Networking

- Build relationships with frequent and returning clients of MSAC - UBC medical student leaders, residents, physicians, alumni, UBC staff and faculty
- Exposure to the dozens of medical student groups and the Medical Undergraduate Society
- Work alongside professional staff during their day-to-day operations, gaining an appreciation of the office environment in a university setting, and building connections through interactions required to complete administrative tasks.
- Opportunity to meet and support the many UBC medicine alumni and other leaders in the local medical community