



INTERNATIONAL STUDENT EXPERIENCE ADVISOR

Camosun International

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Job Posting: U17-196
Position Type: Full-time/ Term
Start Date: ASAP
Schedule: Monday - Friday; 8:30 am - 4:30 pm (35 hrs/week)
Salary: Pay Grade 10; \$25.60 to \$27.34 per hour, plus 3% Second Language Stipend
Replaces: L. Simoes

Closing Date: December 13, 2017
Location: Lansdowne/Interurban Campus
End Date: March 30, 2019

Applications for this posting will be accepted from current employees and the general public who meet the minimum qualifications of the job. Regular employees as defined in the CUPE Collective Agreement shall be considered prior to all others.

GENERAL STATEMENT

Reporting to the Associate Director, Camosun International, the International Student Experience Advisor (ISEA) is the first point of contact and support for international students assisting them with questions around their academic studies and transitions within the college. Placing the student experience and student success at the forefront of Camosun International interactions, this position also provides supports and liaison between the division's units and the college as a whole and with external agencies. Working with a large volume of confidential and sensitive information, the advisor provides and supports a seamless transition for students from the applicant stage, to college student, and graduation.

TYPICAL DUTIES

International Student Experience Support

- As first and immediate point of contact, responds with complete and concise information to requests from around the world, responses include but are not limited to program prerequisites, the application process, transfer agreements and bridging programs;
- Responds to enquiries from students and representatives on progress of individual applications, in compliance with the Freedom of Information and Privacy legislation;
- Assists current students with and completes online registration, web declarations, fee payments and deposits, and withdrawal requests;
- Disseminates registration information in response to requests from potential international students;
- Guides students to additional support services where needed;
- Organizes and maintains complete information on: current and planned programs and courses (credit, vocational, community education, contract, university transfer); college policies, regulations and procedures supporting the admissions/registration process, together with those procedures of external agencies which directly affect the admission and/or registration process.

Student Experience On and Off Campus:

- Develops and implements activities and social events for students with a focus on the needs of international students
- Develops and implements the five day International Student Orientation

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- Creates awareness events on campus for students and staff around significant international holidays and celebrations
- Liaises with Camosun College Student Society around services and supports for students.

Transition to Life in Canada

- Provides group presentation sessions on various requirements for living in BC and assists students with completing related forms/documents;
- Develops group presentations to inform and support students about CIC permit application requirements and processes including visa regulations and student immigration regulations;
- Liaises with federal government officials on matters pertaining to international student study, work, and graduate permits;
- Liaises with provincial government officials on matters pertaining to international student matters such as medical insurance;
- Contacts Canadian immigration officials regarding new regulations, the status of applicants, and regulation clarification;
- Refers students to support services within the college and within the larger community;
- Supports students in finding volunteer and leadership opportunities on and off campus.

General

- Maintains knowledge of the functions and processes of the various CI units as well as the applicable computer systems and software;
- Maintains knowledge of current regulations and requirements around student immigration issues such as study permit processes, off campus work permits, and post graduate work permits;
- Maintain student files, statistics, reports and other data/records as appropriate; using the college's integrated database system as applicable;
- Contributes to the development of policies and procedures by identifying persistent problem areas; making recommendations about resolution and participating in College committees associated with international education or student advising;
- Recommends new and innovative business processes and procedures to improve student transition, education, and care and supports the development of best practices and efficiencies;
- Serves on college committees as appropriate;
- Performs other related duties similar in scope and complexity.

QUALIFICATIONS

Bachelor degree in social science; education or international studies and four years' experience of which two years' experience is in a post-secondary institution's registrar or international office; and of which one year is working or living overseas or in an intercultural environment or an equivalent combination of education and experience.

- Experience working with immigration matters or government policies and procedures
- Excellent listening and communications skills with an understanding and patience for cultural differences, and a demonstrated ability to communicate with non-native speakers of English.
- Demonstrated problem-solving and multi-tasking skills
- Solid customer service skills
- Team player with a strong attention to detail and accuracy working in a high volume, time sensitive, fast paced environment.
- Proven experience using Colleague or another integrated computer-based student registration system.
- Demonstrated ability with MSOffice suite

Applicants are required to have a high level of proficiency in both spoken and written English and be able to communicate comfortably with students both in person and through written documents, in one other language.

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All interested candidates are encouraged to apply; to be considered for employment, applicants must meet the qualifications of the position and be eligible to work in Canada.

Apply online at www.camosun.ca/careers. We would like to thank everyone in advance for applying as only those selected for an interview will be contacted.

Camosun College is an Equal Opportunity Employer