

Class No.:	Administrator
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Pay Group:	10

MANAGER, INTERNATIONAL ADMISSIONS & TRANSITION

NATURE AND SCOPE OF WORK

Reporting to the AVP, International, the Manager, International Admissions & Transition is responsible for managing all aspects of international admissions for the university along with immigration advising and international student transition services. The incumbent oversees the admissions process from recruitment to registration, ensuring the integrity of the university during every stage and through the process of verifying documentation. The manager contributes to Centre for International Experience (CIE) and to the university, specialist knowledge and experience with international student-related matters, policies, and practices of external organizations, such as professional and government agencies including Immigration, Refugees and Citizenship Canada (IRCC), recruitment agencies, university partners, as well as the BC and foreign education systems.

Additionally, the incumbent manages a team of related officers and advisors and coordinates with respective service function areas of the university such as Student Success, Registrar Office, and academic departments, as well as relevant external agencies such as the IRCC, and community cultural offices and organizations.

The Manager consults regularly with AVP International, and Manager and/or Director, CIE on strategic admissions and transition objectives and helps set admission targets by program area for each term. The Manager contributes to the international recruitment plan, international enrolment management plan, and to special admissions-related projects and initiatives, including implementation of technologies and practices to expedite applications processes.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Works with the AVP, International to establish admission targets by term and program area on an on-going basis and monitors and manages application, offer, and registration progress to help achieve targets.
- Collaborates regularly with Institutional research on Strategic Enrolment Management (SEM)-related matters, specifically for international admissions, and monitors progress, issues and communications with IR on relevant SEM objectives.
- Manages international admissions services for the university including management and training of the International Admissions Advisors advisor's team, plus DDA's, Assistants,

and Associates assigned to international admissions assisting them in defining shared and individual goals, meeting target dates, and ensuring alignment of team goals.

- Manages relationships with academic departments and other functional areas of the university on international admissions issues by working proactively to ensure departments and areas are informed of admissions issues, provided with accurate and timely admissions data, and works with departments to ensure efficient and timely review of applications for departmental approval and program admission through the CIE.
- Manages key relationships and develops clear, regular communication with senior management and academic colleagues throughout the university on international admissions and transition-related matters.
- Under the direction of the AVP, International, develop policies and systems to enable the smooth running of international admissions functions.
- Works with the CIE Marketing and Communications Specialist to ensure effective communications with applicants and prospective students on admissions and transition-related issues.
- Represents the University on international admissions and transition matters and conducts and hosts visits by agents, embassies, educational institutions, and other relevant bodies, including hosting delegations and giving presentations.
- Manages immigration advising services for the university including management and training of the immigration advisor's team, assisting them in defining shared and individual goals, meeting target dates, and ensuring alignment of team goals.
- Manages International Student Transition services for the university including management and training of International Student Transition Officers (ISTO's) assisting them in defining shared and individual goals, meeting target dates, and ensuring alignment of team goals.
- Manages day-to-day workflow of ISA, DDA (working on admissions), Immigration Advisors, and ISTO teams, including establishing workflows that meet related objectives and targets of the internationalization plan.
- Manages relationships and helps to connect and coordinate ISA, Immigration Advising, and ISTO team members with regional offices, agencies, and university departments as necessary.
- Works collaboratively and proactively with internal and external services to support student transition and enhance the effectiveness of the ISTOs. This includes housing and resident services, counselling, academic advising, financial services, employment services, student union, and other areas.
- Fosters an environment of collaboration and a strong service excellence culture. Inspires, motivates, and guides team members by fostering commitment, team spirit and trust.
- Working with the Director, CIE, monitors and assesses performances and employment strategies for admissions, immigration advising, and transition staff such as coaching and

mentoring as appropriate to enhance performance and ensure planned professional development for employees.

- Working with the AVP, International manages and monitors relevant budget and expenditures related to admissions and transition, regularly reviewing expenditure and conducting planning and risk management, facilitating budgeting and budget approval.
- Supports recruitment and provides orientation to recruitment team members on admissions and transition-related matters.
- At the direction of the AVP, International may be requested to participate in overseas student recruitment events including exhibitions, school visits, sponsor meetings and working with agent representatives.
- Follows through on enquiries from education events in Canada and overseas to provide continuous communication from prospective students and their representatives.
- Represents the university on international admissions and transition issues in internal and external forums, committees, and organizations.
- Observes the university's rules and regulations regarding international student recruitment.
- Sits on University committees which deal with issues concerning international students.
- Undertakes special projects and performs other duties as required.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Expertise and experience in admissions management systems including BANNER, ARGOS and/or similar integrated student information system/database systems; considerable level of technical skills in office, word, and data processing programs and technologies.
- Strong cross-cultural communication skills/sensitivity.
- Proven ability to be flexible in adapting public speaking/presentation style to people of different backgrounds and cultures.
- Demonstrated knowledge of post-secondary educational systems, international education systems and CapU programs, services and activities.
- Excellent organizational skills, including the ability to establish priorities and meet deadlines with minimal supervision.
- Experience supervising and managing performance of staff.
- Extensive knowledge of Immigration, Refugees and Citizenship Canada (IRCC) and Canadian Border Services Agency (CBSA) requirements for visas and study permit, as well as opportunities for international student employment during their studies and upon graduation from their studies.
- Ability to think innovatively and creatively in planning and making processes efficient.

REQUIRED TRAINING AND EXPERIENCE

- Completion of a bachelor's degree in a relevant field such as Marketing & Communications, Business Administration, Public Relations, Cross-Cultural Studies, Interdisciplinary Studies, Social Sciences, or other relevant fields.
- Five years of relevant experience at an educational institution in the areas of education, marketing, or leadership in an education setting. Experience must include one year in recruiting international students in international markets.
- Reading, writing, and speaking fluency in English and in another language as determined by the CIE to support communications and enrolment targets with specific international student market areas. Preferred languages include fluency in Korean, Vietnamese, Spanish, Portuguese, Chinese, Hindi, or Punjabi languages.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS

- Regulated International Student Immigration Adviser (RISIA) designation, or higher.