

Class No.:	Staff
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CLASS SPECIFICATION

DIVISIONAL/DEPARTMENTAL ASSISTANT 2, CENTRE FOR INTERNATIONAL EXPERIENCE

NATURE AND SCOPE OF WORK

This is administrative, clerical and reception work in support of the priorities of the Centre for International Experience (CIE). An incumbent in this position is primarily responsible for assisting in the day-to-day operations, and for performing support tasks for the area. Duties include providing customer service to students, faculty and the general public; and providing general clerical support services to the Centre, including processing international student applications; providing support for marketing, recruitment, student activities and services, agent processing and other general clerical duties necessary for the smooth operation of the department. The incumbent reports to the Director, Centre for International Experience and supports the CIE management team.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Facilitates communication and arrangements between the university and potential students, current students, and faculty. Assists in the recruitment and retention of international students and the promotion of activities. This includes answering enquiries on programs, registration, and admissions requirements; referring people to other campus services; preparing basic brochure or flyer information; uploading information to a web page or social media; and coordinating mailings.
- Assists applicants in navigating the application process by checking for completeness of file and writing appropriate communication to collect required information and advise on application status.
- Assists with admission and registration by creating, maintaining and tracking student files in both paper and electronic forms; arranging for student testing, assessments, interviews, and auditions; providing students with procedural information and assisting them with completing forms; communicating with Enrolment Services to investigate and resolve problems; and using the student registration system to track admissions.
- Evaluates, scans, and barcodes documents as received. Processes medical insurance forms and follows up with students who have outstanding documents, payments, etc.
- Assists with admission and registration by creating, maintaining and tracking student files.

- Ascertains appropriate financial, admission and immigration advising direction for students and schedules appointments with the relevant advisor or refers students to other campus services as required.
- Arranges and attends department and committee meetings, including preparing agendas and taking minutes.
- Participates in the planning and implementation of special events and information sessions.
- Under the guidance of the CIE management team, identifies and gathers information regarding student issues, including determining whether an issue needs to be escalated to the appropriate area or authority, or it can be handled by the DDA2-CIE.
- Under the guidance of the CIE management team, orients new staff on administrative guidelines and tasks.
- Makes recommendations to the CIE management team, and assists the International Student Admission Advisor team, with implementation of new processes and procedures.
- Attends pre-departure sessions along with orientation for new students as a panelist to assist with Q&A.
- Supports strategic initiatives of the Centre for International Experience as assigned by the CIE management team including the Director, CIE and AVP, International.
- Organizes updates and maintains computerized departmental records including database systems, spreadsheets and website. Some of the key databases include the prospective student database, agent, counsellor & government contacts databases.
- Provides administrative financial support by coding and submitting approved invoices, and requesting invoices upon request on behalf of the department.
- Tracks student visa information and notifies them of their visa expiry dates. Provides information for students to complete forms relating to study and work permits, temporary resident visas, and US visas.
- Supports the reporting requirements of the CIE internally and externally by retrieving, compiling and completing forms and reports as required.
- Undertakes updates of the department's website and social media. Creates and updates fillable PDF forms and supports the department using basic software systems used by the university.
- Maintains a database of agents that have agreements with the University. Responds to enquiries from agents and submits payment for them to Financial Services.
- Maintains organized filing system for departmental records; maintains equipment and supplies, contacting service vendors when necessary.
- Word processes a variety of material including letters, reports, manuals, policies, outlines, agendas and minutes.
- Maintains a schedule and follow up system of matters outstanding, commitments, meetings and appointments, and ensures that deadlines are met.
- Provides guidance and support to staff and students in the use of computers and software applications, phones, faxes and other office equipment.
- Performs support duties including ordering supplies; copying and compiling packages; equipment and duplicating; maintaining departmental files, lists and other records; and opening and distributing mail.
- May be required to take training and act in the capacity of a floor warden as part of the University's Emergency Preparedness Plan (Fire, W.H.M.I.S., Earthquake preparedness).
- Performs duties related to the qualifications and requirements of this position.

REQUIRED TRAINING AND EXPERIENCE

- Completion of two years (approximately 60 credits) of post-secondary education in business administration, finance, or any major with a customer service-related focus.
- Two years of directly related administrative support experience, including experience in an educational setting with significant student contact.
- Fluency in speaking, listening and writing in a language consistent with current international student recruitment, admission and registration trends.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Thorough knowledge of the regulations, policies and procedures governing an international student office.
- Ability to assess information and service needs and provide appropriate information regarding student records.
- Considerable knowledge of office practices and equipment, bookkeeping and arithmetic.
- Thorough knowledge of Capilano University programs and program requirements.
- Thorough knowledge of Microsoft software including Word and PowerPoint.
- Considerable knowledge of spreadsheet, database and PDF applications.
- Considerable knowledge of Banner or another automated student record system, and the ability and interest in learning new applications.
- Considerable knowledge of web posting, bulletin board, and other social media applications and the ability to upgrade and learn new applications.
- Considerable knowledge of University policy and procedure governing admissions, registration and financial services at Capilano University or in a similar institution.
- Considerable knowledge of office practices and equipment.
- Considerable knowledge of recruitment and retention needs within an international student office.
- Ability to speak, understand, read and write English fluently, at a native level.
- Ability to understand and follow oral and written instructions, and communicate information effectively, both orally and in writing.
- Ability to provide a high level of customer service to students, parents, staff, faculty, high school counsellors, agents, and other internal and external contacts.
- Ability to prioritize, multitask, apply organization skills to meet deadlines, and work with minimal supervision.
- Ability to thrive in a fast-paced and entrepreneurial work environment.
- Ability to act with cross-cultural sensitivity.
- Ability to adapt to changing situations.
- Ability to maintain attention to detail with constant interruption.
- Ability to establish and maintain effective working relationships with, and provide customer service to, a diverse group of other employees, students and the general public.
- Ability to maintain confidentiality and handle sensitive issues appropriately using tact and diplomacy.
- Ability to establish and maintain administrative procedures.
- Skill in keyboarding to 50 wpm.