

Class No.:	
Create Date:	July 2009
Revision Date:	April 2015 February 2018 April 2024 August 2024
Pay Group:	26

CLASS SPECIFICATION

GLOBAL ENGAGEMENT OFFICER

NATURE AND SCOPE OF WORK

The Global Engagement Officer is responsible for development, coordination and communications work within the global engagement unit of CapU International. This includes field schools, student and employee international exchanges, the Visiting International Student Program (VISP), international engagement activities and initiatives within the university, including Collaborative Online International Learning (COIL) training, partnerships, and implementation, global dialogue events and activities, pathway and articulation evaluation and facilitation, international summer school development and operation, and other projects to help fulfill global engagement elements of the Internationalization Plan.

Duties are cross-functional and include acting as the liaison with potential and current exchange partner institutions, assisting incoming students with their entry to Capilano University and in their adjustment to Canadian life, and the selection and coordination of outgoing students on various international programs. This position will be required to work collaboratively with admissions, marketing and communications, recruitment, and transition officers within the department, and with a wide array of internal stakeholders across the university, and throughout Capilano University's international network. This position may include local or international travel. The incumbent reports to the Manager, Global Engagement and receives guidance from the Manager, Global Engagement on related priorities, and the Associate Vice President, International on strategic and operational priorities.

ILLUSTRATIVE EXAMPLES OF DUTIES

- At the direction of the Manager, Global Engagement, liaises between Capilano University faculty with bilateral exchange partners and potential bilateral exchange partners.
- Works with the Manager, Global Engagement, with direction and guidance from the AVP, International to implement global engagement activities at the university. These include helping administer and implement conditions of international exchange agreements, notably for the exchange of students and faculty, facilitating VISP program conditions, and helping implement COIL, International Summer School, and Global Dialogue Series initiatives, evaluating international partnership initiatives, plus selected international projects.
- Develops, implements, and evaluates specialized marketing and communications strategies and materials for global engagement activities at the university, including preparation and maintenance

of online, print, and other resource materials, presentations, information sessions, and various related campaigns and initiatives.

- Participates in the promotion, selection, and nomination of outgoing students to partner universities for international exchange and refines and implements the delivery of multifaceted pre-departure programs for student mobility programs; for example, general and customized sessions in which learning outcomes of sessions include smooth transition to the partner university, intercultural and global citizenship competencies through online and face-to-face sessions.
- To outgoing international students and (where relevant) families, explains foreign educational systems, foreign admissions, educational requirements, partner university bureaucracy, policies and procedures. Provides advice on travel, housing, health care abroad, safety and security, and cultural issues associated with living and studying in another country.
- Facilitates the admissions review of short-term incoming international exchange, VISP, and international summer school students and coordinates their registration into select courses in collaboration with appropriate faculty and the admissions advisors.
- Coordinates the process of collecting transfer of exchange credit documentation from students and partners. Liaises with Admissions Officer responsible for assignment of credit.
- Participates in the promotion, selection and nomination of incoming and outgoing students for relevant internal and external awards and scholarships related to study abroad or mobility in collaboration with Financial Aid and Awards.
- Assists with accommodation needs for incoming short-term international students on exchange, VISP, or International Summer Schools including working with Accommodation Services, homestay and other private sector accommodation providers, and our International Student Transition Officers as necessary.
- Implements specialized activity programs and life skills training for incoming international transfer, exchange VISP, and International Summer School students in cooperation with the International Student Transition Officers and Student Life Facilitator to ensure successful transition and support of students and enhance their experience at Capilano University, and acts as the emergency contact for related individuals.
- Organizes and conducts specialized pre-departure and orientation programs for incoming exchange, VISP, and international summer school students and acts as a member of the International Student Orientation team.
- Maintains liaison with other university personnel to ensure effective operation of activities and in relation to the development, delivery and reporting for various programs and projects connected with partnership programs.
- Develops and manages a process by which to track, record and support academic performance and student participation in all international mobility programs, and makes regular reports for the Manager, Global Engagement.
- For various communication purposes, provides on-going assistance for the duration of the degree program to outgoing students, faculty and parents for the duration of a student's international mobility experience.
- Under the guidance of the Manager of Global Engagement and the AVP International, supports the development, administration, and implementation of international field schools. This involves collaborating with faculty to create field school proposals and budgets, evaluating the risks and

financial feasibility of potential field schools for the Manager's approval, marketing field schools internally and to international network partners, facilitating contracts for field school services, and possibly participating in field schools as a support resource.

- Works with the Manager, Global Engagement, helping administer, promote, and implement Collaborative Online International Learning (COIL) training and projects with CapU faculty and our international partner network.
- Works with the Manager, Global Engagement, and AVP, International, plus relevant academic departments on development, implementation, and operation of international short duration summer schools that feature academic curriculum and intercultural learning experiences for international learners.
- At the direction of the Manager, Global Engagement, and AVP, International, evaluates business and risk conditions of prospective international institutional partners.
- Helps organize, coordinate, and conduct global engagement activities with the university community including a global dialogue series of international guests, global engagement events including special events and International Education Week, and visits of international guests to the university. Also supports related administrative needs for global engagement advisory groups of the university.
- Works with faculty and student organizations to develop integration activities to enhance the international learning of the Canadian student population at Capilano University.
- Coordinates the study abroad re-entry programming to ensure maximum learning by individual students and by the CapU community from the international mobility experience.
- Engages past mobility students as volunteers, peer advisors and as study abroad recruitment ambassadors.
- Refers students to resource areas in the University community as required.
- Maintains general financial records system for programs and projects, monitoring the allocation of related funds at the guidance of the Manager, Global Engagement.
- Makes recommendations to Manager, Global Engagement, on partner selection and potential partner termination for the approval of the Associate Vice President, International.
- Represent Capilano University as the Study Abroad/Mobility program representative at events with bilateral exchange partners and post-secondary Study Abroad/Mobility groups.
- 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).
- Performs duties related to the qualifications and requirements of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Thorough knowledge of the University's programs, activities, and services offered.
- Thorough knowledge of Citizenship and Immigration Canada's visa process (e.g. for study permits, work permits, visitors visas, permanent resident status, refugee status).
- Thorough knowledge of international student affairs and educational practices.
- Thorough knowledge of business English, spelling, and punctuation.

- Thorough knowledge of database, spreadsheet, word processing and presentation applications and the ability to upgrade if necessary.
- Considerable knowledge of communications strategies.
- Considerable knowledge of presentation applications.
- Considerable knowledge of special event planning and management.
- Considerable knowledge of freedom of information and protection of privacy provisions.
- Considerable knowledge of international education systems with specific experience with European Education Systems.
- Ability to develop, plan, execute and complete multiple projects simultaneously.
- Ability to act with independence of judgement with a minimum of supervision.
- Ability to provide a high level of customer service, to handle user complaints and or suggestions, and to resolve conflicts.
- Ability to effectively communicate accurate information on a one-to-one basis or to groups of a varying size and to address large or small groups in formal or informal settings.
- Ability to develop and recommend business practices, policies and procedures.
- Ability to maintain confidentiality and handle sensitive issues with tact and diplomacy.
- Ability to act with cross-cultural sensitivity.
- Ability to interpret and explain the applicable rules and policies that govern the University's activities.
- Ability to problem solve and understand the context of issues in order to exercise initiative and judgement regarding action required.
- Ability to supervise and train volunteers.
- Ability to establish and maintain effective working relationships with other employees, students, faculty, partners, and the general public.

REQUIRED TRAINING AND EXPERIENCE

- Completion of a Bachelor's degree.
- A minimum of three years' experience as an international education specialist including experience with study abroad and the development of communication strategies.
- Reading, writing and speaking fluency in English and in another language consistent with current department language needs.
- Emergency first aid certification.

REQUIRED CERTIFICATES, LICENCES AND REGISTRATIONS

- Must have or be eligible for a Canadian passport.