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CLASS SPECIFICATION

INTERNATIONAL STUDENT RECRUITMENT AND ADMISSIONS ADVISOR – ISR&AA

NATURE AND SCOPE OF WORK

The Centre for International Experience, known as the CIE, is responsible for the internationalization of the university including the promotion, recruitment, admission, transition and retention of international students from around the world.

The International Student Recruitment and Admissions Advisor (ISR&AA) has in-depth knowledge of the University's programs, recruitment and admissions process, registration and advising policy and procedures as they relate to international candidates. The ISR&AA also has 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.

The ISR&AA will support the operational and strategic goals of CIE and the CapU Internationalization strategy. The ISR&AA is responsible for providing an exceptionally high standard of customer service to prospective and current international students, agents, strategic partners, exchange partners and scholarship or financial aid agencies that support international students in their studies at the University. The ISR&AA will track, facilitate and process international student applications and admissions for all program areas at the University and may have primary responsibility for overseeing one or more specific international student market areas (countries or regions) as determined by the Recruitment Manager, CIE or Director, International.

This position receives guidance from the International Student Recruitment & Admissions Supervisor, receives direction from the Manager, International Student Recruitment on recruitment matters and receives overall direction from and reports to the Manager, CIE.

ILLUSTRATIVE EXAMPLES OF WORK

International Student Recruitment

- Recruits international applicants through the sharing of program information, which may be done in person or by email on a one/one basis; or by conducting group information sessions or workshops and other application recruitment oriented sessions on or off campus.
- Conduct activities from recruitment to admissions for specific market areas (countries or regions) as determined by the Manager, International Student Recruitment or Director, International. Develop communications relationships with agents and/or field offices in the area, facilitate and track individual international student applications to admissions, and provide up to date status on application and admissions progress.

- Build specific knowledge of market areas such as educational trends, competitive conditions, programming interests, and agent performance, needs and expectations and contribute this knowledge in support of internationalization strategies and operational priorities.
- Build relationships with pathway schools under the direction of the Manager, International Student Recruitment for specific market area recruitment and admissions.

International Student Admissions

- Convert applicants to registrants through effective and ongoing communications with international applicants that are welcoming, informative and coaching in nature, including: collect, review, assess and process international applications, communicate with the applicant and/or representative, enter and maintain CRM data accordingly, evaluate and validate international documents, calculate and enter GPA and grades to Banner, determine admission approval or refusal in alignment with program area targets of the strategic enrolment plan, communicate with the ISR&AS on final admission decisions, and communicate with applicants and appropriate departments accordingly. Assist with transfer credit and other university processes where required.
- Achieve individual recruitment and admissions performance goals established annually by the CIE Managers which will include recruitment performance and agent feedback, efficient processing time, accurate program referral process, and effective electronic correspondence distribution procedures.

Retention and other support

- Support the transition of international students by participating in key events organized for international students such as orientation and others as appropriate, and providing advising with a strategic focus on their first year “transition year” of the international students study at Capilano University.
- Contribute to the retention of international students by providing international support and advising, including immigration advising aligned with the framework of the Regulated International Student Immigration Adviser (RISIA) designation, necessary to support their ongoing registration and progression.
- Collaborate effectively and professionally with academic and service departments within the university with the goal of establishing and maintaining positive relationships between the CIE and the university, as well as to provide international students with appropriate access to programs, courses and services.
- Support the overall success of the CIE by providing other support services consistent with the needs of the department as necessary, and as consistent with the ISR&AA experience and qualifications.
- Perform other duties related to the qualifications and requirements of the position.
- 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, earthquake, WHMIS).

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- 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.
- Thorough knowledge of the education system in BC, international education systems and Capilano University programs, services and activities.
- Thorough knowledge of other regulatory information commonly required by international students such as how to obtain a US entry visa, requirements for medical insurance and other such matters; as well as legislative matters that protect international students and the university such as the freedom of information and protection or privacy provisions and university policy.

- Considerable level of technical skills including the use of the Microsoft office suite (Word, Excel, Access and PowerPoint); Adobe PDF maker; BANNER or a similar integrated student information system/database; experience with Customer Relationship Management (CRM) tools; Communications programs such as Windows Live and Skype and social media tools such as Twitter, Facebook, etc; and the ability to learn software programs that may be used at the University.
- Considerable knowledge of applications, admission and registration processes, the ability to follow established processes and the ability to recommend admission and other business process, practice, policy and procedures for the admissions and service support for international students at Capilano University.
- Ability to multi-task, apply organizational skills to meet deadlines, use problem solving skills to support students, and to work with minimal supervision.
- Ability to establish and maintain effective working relationships with a diverse group of students, employees and the general public.
- Ability to understand and follow complex oral and written instructions, and communicate information effectively, both orally and in writing.
- Ability to plan, organize and review the work of others engaged in similar tasks and be flexible and resourceful in the performance of job duties.
- Excellent communications skills with an entrepreneurial and customer service orientation and the ability to handle complaints, accept and consider suggestions and to resolve conflicts.
- High level of confidence and skills necessary to conduct one to one interviews or provide workshops to small or large groups in formal or informal settings, and conduct campus tours as required.
- Demonstrated skills in the field of cross cultural communications.
- Demonstrated skills in a field where a high degree of customer service is required.

REQUIRED TRAINING AND EXPERIENCE

- Completion of a Bachelor's degree in a relevant field to this position.
- Two years work experience in an International office in a capacity that provided admissions and/or advising support to international students; or a Registrar's Office or a student services-related function with a strong emphasis on international student services; or similar experience that can be directly applied to this position including directly related experience with recruiting international students.
- Fluency in speaking, listening and writing in one of the following languages; Hindi, Punjabi or another language as determined by the CIE to support communications and enrolment targets with specific international student market areas.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS:

- Completion of the Regulated International Student Immigration Adviser (RISIA).
- A valid BC driver's license for the ISR&AA who will be required to carry recruitment materials and supplies when doing presentation off campus.