

Class No.:	
Original Date:	May 2001
Revision Date:	June 21, 2018 August 26, 2019 September 2, 2022
Pay Group:	22

CLASS SPECIFICATION

INTERNATIONAL OPERATIONS ASSOCIATE

NATURE AND SCOPE OF WORK

The International Operations Associate provides support to all areas of international operations at Capilano University including International Student Transition and Engagement, International Recruitment, International Admissions, International Marketing and Communications, and Global Engagement activities including Study Abroad and International Partnerships. The International Operations Associate will have a wide array of knowledge and skills with the capacity to support various areas of operation based on workflow need. These may include organizing and assisting events such as orientation, and global engagement activities, supporting the International Learner Mentorship Program, supporting agents, and facilitating commission payments, analyzing, and reporting on admissions data, assisting admissions processes, supporting recruitment and marketing campaigns, and other activities. They will also be assigned to specific areas of operation that will require specialized knowledge and consistent attention on a regular workflow basis. The International Operations Associate is energetic, well organized, collaborative, and supportive, and can be flexible in their work tasks and consistent in their follow through and completion of projects.

This position reports to the Manager, Centre for International Experience and works with the AVP, other International Managers and Officers on specific projects and activities on a day-to-day basis.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Assists the AVP, International processing agent agreements and commissions for new and existing partners and education agents.
- Participates and engages in the preparations of Pre-departure Orientations, New International Student Orientation as well as annual Engagement and Study Abroad CIE cultural and transition webinars and events

- Engages in promoting the International Student Leadership and Mentorship program including selecting mentors; organizing mentorship training; and supporting the training of leaders and mentors.
- Assists the International Recruitment Managers in participating in local and international recruitment events.
- Engages in the planning, delivery, and evaluation of New International Student Orientation at the commencement of each term to enhance the international students' experience in the University.
- Assists with the planning and organizing of on-going orientation activities that support the continued integration of international students to the University and community at large. These may include coordinating international student attendance at existing events or creating events to serve the unique needs of our international students.
- Processes and analyzes international applicants including calculation of GPA and other criteria in support of International Recruitment Admissions Officers
- Assists Recruitment Managers with preparation of recruitment materials, communications with agents on recruitment matters, communications with organizations conducting recruitment activities such as fairs and events on relevant matters
- Provides support to the Study Abroad Officer for promoting, recruiting, and processing study abroad and field school applications as required, and supports the Study Abroad Officer in field school organization and operations
- Supports the International Marketing and Communications Specialist from time to time on organization of marketing activities including campaigns, collateral, and events
- Assesses international students' academic, social, and cultural needs and concerns and implements programs either on or off campus that will address such needs and concerns during their studies at the University.
- Plans and coordinates the CIE's key internationalization and cultural events such as Chinese New Year, International Education Week, Diversity Day/Week, Holi, or other key events that promote the CIE's goals and objectives and the general internationalization of the University.
- Assists with capturing, sourcing, and editing content related to international student activities to be used in a variety of promotional materials.
- In cooperation with the International Student Engagement Facilitator, recruits and trains senior international students to take leadership roles within the student

- Leadership Program. This program is operated by students for students and has the focus of bringing international and domestic students together through social, cultural, recreational and community events.
- Performs 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, W.H.M.I.S, Earthquake).

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Considerable knowledge and experience working with international education agents
- Experience and knowledge of working with international agent contracts and financial payments procedures
- Demonstrated ability to plan and organize social programs for large groups and the ability to act as a role model for participants in a program.
- Excellent communications skills and the ability to work with students and employees at all levels within a large organization.
- Considerable knowledge of the BC post-secondary system and with policies and procedures related to traditional student services and the unique services necessary for international student's integration and success.
- Working knowledge with Immigration, Refugees and Citizenship Canada (IRCC) policies and practices related to international students.
- Considerable knowledge of word processing, spreadsheet, and database applications and the ability to upgrade as required.
- Fluency in English speaking, listening, and writing.
- Ability to update websites and to use social media tools such as Facebook and twitter, and the ability to upgrade skills as required.
- Ability to write event reports, newsletters, and other business-related communications.
- Proven track record that demonstrates the ability to multitask, apply organization skills to meet deadlines in an environment of conflicting priorities, and work with minimal supervision.
- Ability to effectively communicate accurate information in a one-on-one basis or to groups of varying size; including the ability to address large or small groups in both formal and informal settings.

- Ability to exercise tact, diplomacy, and cross-cultural sensitivity; including the desire and ability to work with a wide range of ethnic backgrounds and with a wide range of authority levels.
- Ability to plan, organize and evaluate events; write event reports and recommend changes, cancellation, or continued attention to the annual schedule.
- Ability to be flexible and resourceful in the performance of job duties.
- Ability to organize and conduct workshops and campus tours.
- Excellent customer service skills and acclimation.

REQUIRED TRAINING AND EXPERIENCE

- Completion of a bachelor's degree in a related field.
- Minimum of two years working in international operations that includes the following (with preference given to all):
 - Experience of working with international education agents, contracts, and payments, and/or
 - Experience in delivering social programs and activities for young adults, and/or
 - Experience of working within a cross-cultural setting or working in an international context, and/or
 - Experience of working in international admissions
- Reading, writing, and speaking fluency in English.
- Fluency in another language consistent with current international student international enrollment or with the languages of prospective students in new and emerging target recruitment markets.

REQUIRED LICENCES, CERTIFICATES & REGISTRATIONS

- RISIA certification, or progress toward RISIA certification is an asset.