

Class No.:	
Original Date:	June 2014
Revision Date:	
Pay Group:	18

CLASS SPECIFICATION

INTERNATIONAL STUDENT ADMISSIONS AND RECRUITMENT ASSISTANT

NATURE & SCOPE OF WORK:

The Centre for International Experience (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 Admissions and Recruitment Assistant (ISARA) has knowledge of the Universities' programs, admissions, registration and recruitment procedures and practices as they relate to international students. The ISARA also has knowledge, training and experience with international student related matters, policies and practices of external organizations, such as professional and government agencies including Citizenship Immigration Canada (CIC); recruitment agencies, university partners, as well as the BC and foreign education systems.

The ISARA participates in select recruitment activities and assists with the conversion of recruited international students through the international strategic enrollment management process (ISEM) to applicants, admits and registrants by supporting the work of the International Student Admissions Advisors. This position receives guidance from the Managers and reports to the Manager, Centre for International Experience.

ILLUSTRATIVE EXAMPLES OF WORK

- Assists with the recruitment of international students during school liaison visits or at education fairs or by providing information to agents or counselors as planned by the Recruitment team.
- 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.
- 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; and coordinating mailings.
- Assists with admission and registration by creating, maintaining and tracking student files in both paper and electronic database forms; arranging for student testing, assessments, interviews, and auditions; providing students with procedural information and assisting them with completing forms; communicating with Enrolment Services, program coordinators, Financial Services and other departments to investigate and resolve problems; and using the student registration system to track admissions.

- Provides support to the International Student Admissions Advisors by undertaking more routine admissions processes.
- Works with recruited students to ensure applications are complete.
- Reviews, assesses and processes routine documents under the supervision of an ISAA.
- Evaluates international documents from select countries.
- Calculates and enters GPA and grades to Banner
- Prepares recruitment and admissions related communications following defined procedures and disseminates such communications to prospective or current students as appropriate.
- Prepares admission related reports required by Citizenship and Immigration Canada.
- Organizes updates and maintains computerized departmental records including databases and spreadsheets and the website. Some of the key databases include the prospective student database, counsellor contacts & government contacts databases.
- Supports 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 ISARA experience and qualifications.
- May be required to travel off campus to facilitate recruitment activities domestically or internationally.
- 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:

- Thorough knowledge of the regulations, policies and procedures as they relate to international students and an international student office.
- Thorough knowledge of Microsoft software including Word and PowerPoint.
- Considerable knowledge of spreadsheet and database applications, social media, online communications applications, Banner or another automated student record system and the ability and interest in learning new applications.
- Considerable knowledge of policies and procedures governing international student admissions and registration.
- Considerable knowledge of the education system in BC, international education systems and Capilano University programs, services and activities.
- Considerable knowledge of Citizenship and Immigration Canada (CIC) and Canadian Border Services (CBS) requirements for visas and study permit as well as opportunities for international student employment during their studies and upon graduation from their studies
- Working 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.

- Ability to follow established processes for international students at Capilano University.
- Ability to establish and maintain effective working relationships with a diverse group of students, employees and the general public.
- Ability to promote Capilano University to individuals and small or large groups in the office or recruitment events locally and internationally including the ability to provide dynamic presentations when required.
- Ability to understand and follow complex oral and written instructions, and communicate information effectively, both orally and in writing.
- Excellent communications skills with an entrepreneurial and customer service orientation.
- Fluency in English speaking, listening, writing and comprehension;
- 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 two years (approximately 60 credits) of post-secondary education in a relevant field to this position.
- Minimum 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.
- Formal training or professional development related to recruitment and admissions of international students.
- Reading, writing and speaking fluency in English and in another language such as Punjabi, Hindi, Portuguese, or another language consistent with current department language needs to support communications with current target recruitment market or international student enrollments.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS:

- A valid class 5 BC driver's license.