

Class No.:	
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CLASS SPECIFICATION

INTERNATIONAL STUDENT ADMISSIONS SUPERVISOR

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 primary duty of this position is to supervise the international admissions area of CIE. The International Admissions Supervisor will ensure that applications and admissions are conducted efficiently utilizing best practices to achieve registration targets and that university policies, regulations, and related procedures are followed. Key responsibilities of the supervisor will be to oversee applications and admissions communications channels to and from the CIE, distribute workflow accordingly, maintain efficient and positive communications with prospective international students, achieve high key performance outcomes of the admissions team, track and report on admissions, offers and course registration progress (AOR), and ensure quality controls of the admissions process are maintained.

The Supervisor will contribute to the international recruitment plan, international enrolment management plan, and to special admissions related projects and initiatives including implementation of technologies and practices to expedite applications processes. The Supervisor has, and contributes to CIE, 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. This position reports to the CIE Manager and consults regularly with the Director, International on strategic admissions and recruitment objectives.

ILLUSTRATIVE EXAMPLES OF WORK

- Supervises the day-to-day operations of the unit/area by supervising admissions staff; addressing staff concerns; overseeing applications and admissions communications and workflow, establishing schedules as needed, maintaining consistent progress toward enrolment targets.
- Monitors applications through EPBC and Banner and ensures appropriate distribution of workflow amongst DDA1's, ISR&AA's, ISA's, and ISRAA's and others within the applications and admissions team.
- Conducts data analysis related to admissions, suggests improvements, reports problems, and implements procedural changes.
- Oversees and coordinates communications to and from CIE concerning applications, offers and admissions. Specifically, this includes overseeing the International Education email, telephone enquiries, and other communications channels, addressing enquiries as needed and distributing work tasks appropriately. The Supervisor is responsible for the appropriate organization of enquiries and

communications to expedite applications and distribute related workflow appropriately within CIE and the university as necessary.

- Tracks progress of the applications and admissions through CIE and CapU departments and is able to report on the progress of respective markets, programs, and area admissions readily.
- Communicates regularly with regional offices, pathway schools, departments and Faculties on admissions related matters including status of applications, admission needs, communication needs, and target achievements.
- Works with the CIE Marketing and Communications officer to ensure effective communications with applicants, prospective students, and agents on related matters.
- Works with the Manager, CIE and Director, International to establish and implement unit/area goals, objectives, targets, strategies, and best practices in an ongoing effort towards continuous improvement.
- Oversees quality assurance of admissions to ensure that university admission policies and admission requirements are met.
- Ensures maintenance of high standards of customer service from the applications and admissions team 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.
- Identifies areas that may require changes to standard operating procedures and brings them to the attention of the Manager CIE and Director, International. Specifically, helps identify technologies and practices to expedite admissions procedures while still maintaining quality.
- Trains and updates employees in new and existing policies, procedures, and systems, participates in selection committees and provides input on performance evaluations.
- Understands requirements and constraints of immigration advising to International students and able to be a point of contact on related communications for Immigration advisors, CIE, and the university community.
- Coordinates other administrative activities consistent with the role such as overseeing quality and availability of admissions materials, being a point person on exceptional student or agent admissions, acting as an admissions representative and contact for internal and external stakeholders, providing information and feedback on admissions processes, and other relevant duties.
- Takes on Recruitment and Advising responsibilities in times of absences, limited coverage or as warranted by operational needs.
- May be required to undertake international recruitment activities and provides back-up support for all other positions within the CIE office.
- Performs additional duties related to qualifications and operational success of department as required.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- 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 data analysis (analytics) to prepare operating and statistical departmental reports.
- Thorough knowledge of the University's programs, courses and activities offered and of viable alternatives available for programs not offered by the University.
- Thorough knowledge of the University's policies and procedures governing admissions and registration.
- Considerable knowledge of the various criteria used in determining eligibility for admission and registration at other post-secondary institutions.
- Thorough knowledge of the international education systems, BC systems, and Capilano University programs, services and activities.
- 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.
- Ability to develop and recommend business practices, policies and procedures.
- Ability to multitask, apply organization skills to meet deadlines, and work with minimal supervision.
- Ability to exercise initiative, flexibility and resourcefulness in the completion of work assignments, analyze situations, make independent decisions with a high degree of responsibility, and seek advice regarding decision-making.
- Ability to establish and maintain effective working relationships with a diverse group of other employees, students and the general public.
- Ability to provide a high level of customer service, to handle user complaints and or suggestions, and to resolve conflicts.
- Ability to prepare operating and statistical reports, while keeping accurate records and archives.
- Ability to develop, execute and complete projects.
- 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 understand and follow complex oral and written instructions, and communicate information effectively, both orally and in writing.
- Ability to maintain confidentiality and handle sensitive issues with tact and diplomacy.
- Ability to plan, organize and review the work of others engaged in similar tasks.
- Demonstrated skills in the field of cross cultural communications.
- 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.

REQUIRED TRAINING AND EXPERIENCE

- Completion of a Bachelor's degree in a relevant field to this position.

- Four 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. Experience must include one year in recruiting international students in international markets.
- Reading, writing and speaking fluency in English and in another language as determined by the CIE to support communications and enrolment targets with specific international student market areas. Preferred languages include fluency in Korean, Vietnamese, Chinese, Hindi, or Punjabi languages.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS:

- Regulated International Student Immigration Adviser (RISIA) designation, or higher.