



Class No.:	
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Pay Group:	24

Class Specification

International Student Engagement Facilitator

Nature and Scope of Work

The International Student Engagement Facilitator supports the vision for student success and applies best practice, and is responsible for international student support programs, and is accountable for the overall coordination and evaluation of programs aimed at supporting the recruitment, transition, integration, retention, and overall success of international students at Capilano University.

The ISEF applies leadership skills in support of planning, organizing, and implementation of international programs, projects, and student services, Student Leadership and Mentorship program, pre-departure events, Student Orientation, workshops, social and cultural activities, and other peer related programs, which support the transition and integration of international students in the Capilano University community.

The ISEF also works with other global engagement units of CapU International in leading and planning and implementation of internal university events that helps build global engagement of the university community such as International Education Week. The ISEF at CapU International liaises with colleagues in other departments where integration and collaboration on select initiatives are mutually beneficial. This position reports to the Manager, Centre for International Experience (CIE) and works closely with the CapU International team, and other University departments and employees, as appropriate.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Develops the annual plan including budget for international student transition, retention, and engagement programs. Key responsibilities include organizing and planning, budgeting, supervising, and evaluating activities, scheduling resources, developing marketing and promotional materials, mentor student leaders, as well as act as a liaison with students, student employees and campus partners.
- Facilitates the implementation of international student engagement programs/events including international student orientations, pre-departure orientations, cultural events, workshops, and other department or peer programs that support the success of international students.
- Develops effective programming for successful transition of admitted students to the university. This may include online or in-person pre-departure programming, consultation, and coordination with departments for quality customer services and effective communications to newly admitted students, coordination with Registrar Office academic advising for pro-active service provision, and coordination with other areas such as housing, academic support, and the student union to ensure smooth and successful transition of students to university wide services and the university community

- Coordinates the training of student and staff volunteers and other resources integral to the success of events, and post event reviews to measure and develop effectiveness.
- Collaborates with other university departments who organize events such as Explore Night, CUSP, and other student success initiatives. Encourages international student engagement at university wide student success and engagement events, programs, and services.
- Leads the International Leadership Mentorship Program including program promotion, selecting mentors; supervising mentors; organizing mentorship training; and supporting the ongoing training and development of leaders and mentors. Monitors and maintains accurate records related to student leadership and volunteer initiatives/activities, to assess student satisfaction, record in the co-curricular record system at the University.
- Provides day to day guidance to the International Student Ambassador; and guidance to staff volunteers at key events.
- Organizes and executes larger scale on-campus and online recruitment events for groups, educational agents, parents, high school counsellors and delegations organized with internal departments and external agencies.
- Engages in the planning, delivery, and evaluation of the New International Student Orientation at the commencement of each term to enhance the international students' experience in the University.
- Plans and organizes ongoing workshops aimed at strengthening international student success.
- Assesses international students' 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.
- Initiates and manages CIE's key internationalization and cultural events such as Chinese New Year, International Education Week, Diversity Day/Week, or other key events that promote the CapU International's goals and objectives and the general internationalization of the University.
- Plans and coordinates other special events for delegations or visitors, international student groups, etc.; which will positively influence international enrolment and provide overall support for the international student recruitment initiative.
- Engages and collaborate with the Capilano Student Union to organize and foster the participation of international students in CSU activities and clubs and to collaborate on select initiatives.
- Responsible for recruiting, training senior international students and domestic students to take leadership roles within the Student Leadership Program. This program is operated by students for students and has the main focus of bringing international and domestic students together through social, cultural, recreational and community events.
- Follows best practices and maintains ongoing professional development with relevant research and trends related to international student integration, transition and success. Acts as a resource to the university community as it relates to international student integration, transition and success efforts.

- 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, and Earthquake).

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Demonstrated ability to supervise, plan and organize programs and events 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 and external to the University.
- Professional level English in reading, writing and speaking.
- Considerable knowledge of the BC post-secondary system; and with policies and procedures related to student services and the unique services necessary for international student's integration, transition, retention and success.
- Working knowledge with Citizenship and Immigration Canada (CIC) policies and practices related to international students.
- Considerable knowledge of word processing, spreadsheet, and database applications and the ability to upgrade as required along with sufficient comfort with technology to easily learn institution or department specific software programs such as Banner and Customer Relationship Management (CRM).
- Ability to update websites and to use social media tools such as Facebook, Instagram and Twitter, and the ability to upgrade skills as required.
- Demonstrated interest in ongoing professional development research in the theory of leadership, student leadership, and student services including international student services.
- Ability to develop an annual student integration, transition, retention, and success plan; and to implement that plan; and to evaluate the impact and results of the plan.
- Recognizes service-related trends associated with international student integration, transition, retention, and satisfaction; evaluates existing programs and recommends new programming or cancellation of programming based as appropriate including identifying budget shifts or new budget requirements accordingly.
- The ISEF is energetic, well organized and has the ability to follow through on a variety of projects with conflicting priorities.
- Demonstrated skill and experience supervising and leading individuals, groups of students or similar customers as well as regular and volunteer staff.
- Demonstrated expertise in providing diverse peer-based services and support.
- Demonstrated experience working in a cross-cultural environment and with a diverse group of students or clients.

- Demonstrated experience in supervising and facilitating students, student employees and volunteer staff.
- Demonstrated experience in event planning for small and large groups.
- Ability to track program results, write event reports, newsletters and other business-related communications.
- Developed knowledge of student wellness literature and practice including referral options; and the ability to recognize potential signs of mental and physical health challenges; conflicts; culture shock and other matters that may affect student wellness.
- Working knowledge of emergency services procedures and responses.
- Evidence of strong leadership skills.
- 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 establish and maintain effective working relationships with a diverse group of employees, students and the general public; and to exercise good judgement, 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 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 & EXPERIENCE

- Completion of a Bachelor's degree in a highly related field.
- Two years of demonstrated work experience delivering social programs or peer programs or other related activities aimed at young adult leadership development or peer programming. Experience must include a minimum of one year experience working directly with international students or in a similar cross-cultural setting.
- Fluency in reading, writing, speaking and listening in Punjabi, Mandarin, Portuguese or in a language consistent with current international student, international enrollment, or languages of prospective students in new and emerging target recruitment markets.