

Classification	Staff
Original Date:	September 2023
Revision Date:	
Pay Group:	24

JOB DESCRIPTION – INTERNATIONAL STUDENT TRANSITION OFFICER (ISTO)

NATURE AND SCOPE OF WORK

The International Student Transition Officer (ISTO) will guide and advise students from admission to the end of the first semester providing pre-departure advice and services, life skills, immigration, and academic advising, and connection to student support and community services in the university and to cultural communities in our region. The ISTO will be RISIA trained to provide immigration advice and will ensure that students are in appropriate programs and courses and will monitor their success to ensure they are provided the assistance and help they need.

The ISTO works closely with several areas of the university and with our recruitment and admissions pipeline. They will be responsible to communicating with agencies, our regional recruitment representatives, and our sub-continent office to identify and connect with individual students that have been accepted to the university and build a communication channel to provide exceptional levels of customer service and support to incoming international students. They will help evaluate the needs of individual students and build systems to support these students including early identification of learning and life skills supports.

The ISTO will work with faculties and departments to ensure that there are strong communications between the incoming student and the required academic supports of the department. The ISTO will also work closely with the Registrar Office in setting up and identifying academic planning and advising needs, and ensuring required advising is in place, they will also work with student success and related housing, employment and related services. Working with the CIE Engagement Officer, and Student Success, a range of workshops and related programming will be established and supported to ensure incoming students have efficient and easy access to related supports and services. Particular attention will be placed on transition support to ensure safety and security of international learners to Canada. This will include ensuring accommodations and transfers on arrival are confirmed, a network of fellow students is established in advance, and emergency information is shared and confirmed with new arrivals. Immigration advising is a key component of the position and all advisors must be RISIA trained or are currently in process.

The ISTO report to the Manager, International Admissions with regular consultation with recruitment managers and additional guidance and support from the Manager or Director, CIE.

ILLUSTRATIVE EXAMPLES OF DUTIES

- Working with international admissions advisors, recruitment managers, regional representatives and the sub-continent office, identify and create personalized communications with accepted students to provide a welcoming environment and positive relations for safe and supported transition to the university
- Monitor and continually refine an assessment method that helps identify individual accepted student's needs with respect to academic skills, life skills and other transition needs
- Work directly and cooperatively with departments to ensure aligned and consistent positive communications and support with accepted students to the university. Create a collaborative



and supportive process that ensures positive connections with the department and faculty are established in advance of the start of the semester and throughout the first semester

- Work collaboratively and cooperatively with the Office of the Registrar to ensure that admitted students have clear and consistent communications, that relative needs such as registration, financial aid, and other services are met. Specifically, work closely with academic advising to ensure that preliminary academic plans are established, and personal communications are established for transitioning students beyond their first semester.
- Work closely with Student Success to ensure that supplemental student learning needs are arranged where required so that transitioning learners have academic supports established to enhance their opportunity for academic success, and avoid academic failure and/or reduce the need for remediation after failing
- Work with the Director, International to establish advanced international student housing services so that a wider array of safe and secure housing options is made available to international students before arriving. Work with the Residence Manager, and other housing services to ensure that international students are made aware of services available and that we can collaborate to monitor and respond to ongoing challenges and needs.
- Work with the Supervisor, International Student Admissions to provide relevant immigration information aligned with IRCC rules and procedures and to provide enhanced and coordinated services throughout the first semester
- Collaborate closely with the Capilano Students Union on international student transition needs and services and communicate needs to the Centre for International Experience on a regular basis
- Establish strong connections with relevant cultural communities in Vancouver to provide connections for incoming international students and a stronger sense of connection to their home communities while transitioning to living and studying in Vancouver
- Working with external providers, generate options, and/or on a scheduled basis, provide personalized meet and greet or hosting services at YVR on a regular basis to enhance supported and safe arrival to Canada for individuals, especially those arriving without support
- Design and deliver pre-departure and orientation programming for with the Director, International and International Engagement Officer, and establish and maintain online communities to connect international students prior to their arrival in Canada
- Collaborate with the International Student Engagement Officer on mentorship and first semester programming to welcome and support international students to the university community
- Conduct other activities to help international students transition successfully to Capilano University to build retention, persistence, and success as determined by senior international leaders at the university

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Demonstrated skill in the development, implementation, evaluation and enhancement of transition and retention focused programming.
- Extensive knowledge of university functions, practices, policies and procedures, admissions and registration, programs and courses.
- Thorough knowledge of Canadian and international educational systems, Canadian and other



government bodies, and the challenges facing international students.

- Thorough knowledge of worldwide education systems and Citizenship and Immigration (CIC) policy as it relates to international student study and work eligibility in Canada.
- Demonstrated skill in written and verbal communications with international organizations, government agencies and officials, students, employees and members of the general public.
- Demonstrated skill in conducting presentations in large and small groups in formal and informal settings.

REQUIRED TRAINING AND EXPERIENCE

- Completion of a bachelor degree in education, business, or a related subject
- A minimum of three years' experience working in international education with emphasis on international student admissions, services, transition and retention, and/or recruitment,
- RISIA certified, or currently in process
- Ability to travel internationally and gain required visas to key student recruitment market areas
- Reading, writing and speaking fluency in English and in another language as determined by the CIE to support specific international student market areas. Preferred languages include fluency in all or either Farsi, Spanish, Hindi and/or Punjabi.