

## **JOB DESCRIPTION**

---

**Dept:** KPU International

**Working Title:** International Advising Coordinator (728)

**Date:** September 2020

**Job Class:** 14

---

### ***PRIMARY FUNCTION:***

The International Advising Coordinator oversees International Educational Advising Services and performs a variety of administrative duties in support of the department's strategic plan and operations using a comprehensive knowledge of all KPU faculties, departmental goals and standards, as well as both institutional and immigration policies and procedures. The incumbent plans, analyzes and interprets complex department issues, researches options, recommends and implements solutions. The Coordinator provides - supervision to highly specialized International Education Advisors and works closely with the team in Central Advising ensuring an integrated approach. The Coordinator also provides guidance and advice to new and continuing international students in developing educational plans and achieving educational goals.

### ***JOB DUTIES AND TASKS:***

1. **Coordinate and supervise administrative support functions and activities in support of the Manager, Global Engagement:**
  - a) Provide supervision to advising staff including employee training and development, coaching, facilitation, conflict resolution, conducting performance reviews and making recommendations for role changes and cross-training. Manage and schedule staff coverage, problem-solve staffing issues, advise Director/Manager of problem areas and recommend follow-up action where required.
  - b) Provide support for reorganization and restructuring, including making recommendations and participating in the development of implementation plans.
  - c) Contribute to, or lead, the operationalization of new initiatives, ensuring systems, processes and structures are in place to support the administration of new initiatives.
  - d) Plan and chair advising staff meetings, ensuring open discussion and problem solving of common issues.
  - e) Lead and/or delegate continuous improvement activities for administrative processes. Liaise with Central Advising and staff in other faculties to share and develop best practices.
  - f) Analyze, evaluate and monitor current administrative practices; including full decision-making authority to develop and implement changes to administrative duties of advising staff as needed. Provide appropriate training and direction to team.
  - g) Approve timesheets, schedules, vacation and overtime for advising staff.
  - h) Support the selection process and hiring of advisors by developing search tools; and participate on search committees.
  - i) Develop, maintain and update procedure and training manuals.
  - j) Lead and coordinate special projects on behalf of the department as requested by the Director or Manager of Global Engagement.
  
2. **Coordinate budget-related activities:**
  - a) Participate in the analysis and evaluation of budget reporting needs of the advising unit. Support and assist the department with both operational and capital budget requests/processes and respond to queries.
  - b) Receive, verify and resolve errors for staff timesheets.

- c) Assess, generate and extract budget information as required; compile and analyze data to produce reports for budget discussions and decisions.
- d) Authorize staff expenses and operational budget items up to a set limit, determined by the Manager or Director, Global Engagement.
- e) In conjunction with the Global Engagement Manager, initiate and authorize budget fund transfers.
- f) Respond to discrepancies such as contracts, accounts payable, and invoices; ensure follow-up and resolution.
- g) Develop and administer project budgets.
- h) Plan and manage the budget for advising trips, webinars and workshops in collaboration with the Manager/Director of Global Engagement.
- i) Monitor operating budgets, troubleshoot and resolve issues to ensure expenses are allocated appropriately.

**3. Provide instructions and guidance to students:**

- a) Provide ongoing guidance and advice to international students to ensure fulfillment of program requirements for graduation.
- b) Provide advice on course planning and degree progression.
- c) In conjunction with other departments, develop and present workshops internally and externally according to International students' needs.
- d) Provide students with appropriate educational and career information, explain the range and scope of post-secondary alternatives, and arrive at an educational action plan in consultation with the student.
- e) Identify students who require assistance or counseling and refer to appropriate resources as required. Provide educational and vocational advice as appropriate.
- f) Provide advice to students on the Co-operative Education option.
- g) Provide support in advising for other non-degree programs.
- h) Independently evaluate and assist student with navigating complex immigration policies and procedures. Advocating, guiding and resolving issues related to the student experience at KPU.
- i) Monitor student eligibility for study and work permits per legislation under the Canadian Immigration and refugee act and advise students on study/work permits related risks and issues.
- j) Advise administrative and academic units within the University regarding immigration policies and procedures for international students as it applies to KPU.

**4. Provide information and resources to internal Kwantlen University Community:**

- a) Liaise with Central Advising, Degree Advisors, Program Chairs and Faculty to facilitate information sharing with international advisors.
- b) Participate in international strategic planning by offering an advising based perspective.
- c) Interpret and/or explain IRCC regulations relative to international students' rights and responsibilities.
- d) Interpret various in-house and standardized tests used in admission requirements for university programs and courses.
- e) Interpret and/or explain Kwantlen Polytechnic University policies and procedures relative to students' rights and responsibilities.
- f) Provide information and guidance to other international advisors.
- g) Liaise with Admissions Coordinators in the Office of International Recruitment, Admissions and Articulation to provide advice on new student transition and registration issues.
- h) Provide the Manager/Director, Global Engagement with regular reports summarizing activities and emerging student issues or patterns that may require further review.
- i) Provide assistance and advice regarding articulation to International Transfer Credit Coordinator.
- j) Provide input and assist with the ongoing development of the International website.
- k) Liaise with the Office of the Registrar to troubleshoot student admissibility and registration issues.
- l) Sit as a member, and act as a resource on various committees throughout the university (e.g. faculty curriculum committees).

**5. Related duties**

- a) Assist with the preparation of advising services information for publication such as calendars, timetables and pamphlets including selection of resource materials for International students.
- b) Research and document trends in student needs as they relate to courses required or desired for programs and provide recommendations to the Faculty regarding course scheduling.
- c) Exchange information with internal and external agencies regarding practices, policies and program information.
- d) Prepare reports, correspondence and memos as required.
- e) Coordinate, maintain and update student case files and statistics.
- f) Select, order, organize and store resources and reference materials.

**SUPERVISION RECEIVED:**

Reports to Manager, Global Engagement.

**SUPERVISION/DIRECTION EXERCISED:**

Supervise highly specialized advising staff with the decision-making authority to determine how to meet senior leadership objectives for department-wide initiatives through the design and delivery of training programs, recruitment and training of staff, and the scheduling and monitoring of employees for certification. Responsible for contributing to the strategic direction of the department to achieve required business results. Responsible for identifying and mitigating emerging risks with respect to immigration, compliance and regulations. Responsible for investigating student concerns and complaints escalated by the advisors including managing of the resolution. Provide complaint/concern trends and communicate lessons learned to the advising team and Manager/Director so that service levels can be continuously improved. Provide real-time support for the advisors in advising appointments where emotions have the potential to escalate.

**PHYSICAL ASSETS/INFORMATION MANAGEMENT:**

Responsible for overseeing and maintaining primary versions of department information management systems (e.g. MAP, BANNER, budget tracking systems).

**FINANCIAL RESOURCES:**

Develop and administer project budgets. Monitor operating budget. Approval of staff timesheets, expense reports, and cheque and purchase requisitions. Oversee purchase of services and supplies up to a set limit. Manage budgets for special events or projects.

*The above statements reflect the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.*

**EMPLOYER REQUIRED KNOWLEDGE SKILLS AND ABILITIES:**

1. A Bachelor's degree from a recognized post-secondary institution and three to five years related experience in International Student Advising that demonstrates increasing levels of responsibility, preferably within a post-secondary work environment, or an equivalent combination of education, training and experience.
2. Experience in a supervisory position preferred.
3. Full command of English language both verbal and written.
4. Fluency in languages of KPU International's key targeted markets would be an asset.
5. Intercultural or overseas study/work experience strongly preferred.
6. Experience working with international students, including an understanding of other cultures and the ability to communicate in a cross-cultural working environment.
7. Strong research, reporting and project management skills, and an aptitude for detailed work and accuracy.
8. Ability to build and maintain positive, cooperative, and service-oriented relationships with internal and external clients (mainly applicants, agents, faculty, staff and prospective learners), where diversity of situations and people are routinely encountered.

9. Demonstrated understanding of Citizenship and Immigration Canada requirements for study and work permits. (RISIA Certification is preferred)
10. Considerable level of technical skills including the use of the Microsoft office suite (Word, Excel, Access and PowerPoint) BANNER or a similar integrated student information system/database; 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.
11. Considerable knowledge of admission and registration processes, the ability to follow established processes and the ability to recommend admission and other business process, practice, policy and procedures for the admissions and service support for international students.
12. Ability to multi-task, apply organizational skills to meet deadlines, use problem solving skills.
13. Ability to exercise a high level of initiative and responsibility, work independently and establish own priorities and meet deadlines.
14. Proven ability to be flexible in adapting speaking and presentation style to people of various backgrounds and cultures. Proven ability to present and convey appropriate and diplomatic responses to questions under pressure.
15. Proven ability to represent a post-secondary institution or organization with tact and diplomacy while interacting with people of various ages, cultures and languages.
16. Proven ability to conduct oneself in a professional manner in a demanding, high stress, fast paced environment over a sustained period of time.
17. Demonstrated ability to handle confidential information appropriately.
18. Knowledge of Kwantlen Polytechnic University programs and courses and a demonstrated ability to keep up-to-date with credit and non-credit offerings, university and program admission policies, tuition fees, timetable changes, class cancellations etc.
19. Knowledge of training, education and or job requirements for a wide range of academic, trades and technical careers as well as pathway options to reach educational goals.
20. Current understanding of the B.C. and other Canadian secondary school systems: graduation, partnerships, and articulated agreements.
21. Ability to travel to other campuses. Ability to travel internationally on occasion.
22. General knowledge of financial services and processes including entrance scholarships, and Canada and B.C. student loan application process.
23. Must be able to work evenings and weekends as needed.