



## BCGEU POSITION DESCRIPTION

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**POSITION TITLE:** International Support Assistant

**JOB NUMBER:** 714

**REPORTS TO:** KPU International Manager

**INCUMBENT:** Multiple

**DEPARTMENT:** KPU International

**DATE CREATED:**

**JOB CLASS:** 8

**DATE REVISED:** April 2021

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### PRIMARY FUNCTION

To provide administrative support to KPU International's Office of International Recruitment, Admissions & Articulation, the Office of Global Engagement, and the Office of International Strategic Management. The International Support Assistant's (ISA) primary duties are to assist in providing administrative support and advice regarding KPU's services and programs for international students and relevant stakeholders. As a member of the International team, the ISA will support current and/or prospective students and agents with general inquiries and process various documentation as required.

### JOB DUTIES AND TASKS

1. Greets internal and external clients in person, by phone and by email. Responds, advises and supports interested clients and stakeholders (international students, agents and various KPU departments) regarding KPU programs, admissions, registration, policies, and other student services.
2. Receives and processes applications and documentation from international applicants and current international students.
3. Reviews, verifies, updates and maintains student records to ensure accurate and consistent record keeping for KPU International Units. Receive, record and distribute various documentation for processing.
4. Evaluates international student document submissions for completeness. Evaluate and analyze to determine appropriate admissions decisions in alignment with KPU's admissions policy.
5. Responds to inquiries, complaints or problems and make the necessary adjustments or referrals.
6. Responds to routine communications related to KPU International services and transactions. Assist with understanding KPU policies and procedures and advise on general requirements.
7. Assists in advising and answering general questions regarding immigration requirements as regulated by Immigration, Refugees and Citizenship Canada (IRCC).
8. Generates various letters and emails and sends them to international students as directed.
9. Provides information and assistance to students during pre-registration, registration and withdrawal periods.



10. Provides a clear and customer-focused summary of any issues, resolution, and feedback related to the various enquiries received. Communicates resolution to the appropriate staff and/or appropriate external parties.
11. Analyzes student accounts in BANNER to verify tuition deposit and issuance of registration tickets for international students. Answers inquiries regarding registration, identify anomalies and take corrective action.
12. Creates and distributes agent commission invoices and answers general inquiries as required.
13. Ensures client banking information is set-up and accurate on payment platform.
14. Reviews international student refund requests and determines eligibility. Advises the student accordingly.
15. Liaises with the Finance department in processing refunds and agent commission payments.
16. Audits study permit reports and determines request eligibility.
17. Processes study permit requests and enters study permit information in BANNER ensuring accuracy and data integrity.
18. Determines the study permit extension duration in accordance with IRCC regulations. Coordinates evaluations with International Education Advisors.
19. Creates and updates applicant/student files in BANNER database.
20. Completes various forms, updates documents and spreadsheets as needed.
21. Takes meeting notes and updates procedure manuals for KPU International Units.
22. Creates, maintains and secures confidential records on manual and computer filing systems. Receives, records and distributes various documentation for processing.
23. Drafts routine correspondence such as emails, reports, forms, letters, certificates, outlines and memos. Distributes correspondence to students, staff, faculty and others as needed.
24. Prepares materials for and assists with information sessions, orientations, and other events. Provides additional support with planning any special events.
25. Maintains and updates department records.
26. Schedules meetings and appointments as necessary.
27. Compiles and places office supply orders. Purchases any other supplies from bookstore as required.
28. Checks and maintains stock of calendars, brochures and other International promotional materials.
29. Provides front counter coverage relief as required.
30. Opens, sorts and distributes incoming department mail and prepare outgoing mail.



31. Performs other related duties as assigned.
32. Contributes to and promotes a safe, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

<b>SUPERVISION RECEIVED:</b> This position reports to the KPU International Manager.
<b>SUPERVISION/DIRECTION EXERCISED:</b> This position does not supervise any direct reports.
<b>PHYSICAL ASSETS/INFORMATION MANAGEMENT:</b> Set up, update and maintain confidential student records, operate various office equipment including computers and photocopiers. Able to lift and carry materials in the range of 30 to 50 lbs infrequently.
<b>FINANCIAL RESOURCES:</b> Responsible for ordering office supplies and signing for receipt of goods. Ensures the accuracy of refunds and agent commission amounts.
<i>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.</i>

#### **EMPLOYER REQUIRED KNOWLEDGE SKILLS AND ABILITIES**

- Ability to build and maintain positive, cooperative, and service-oriented relationships with internal and external clients (applicants, agents, faculty, staff and prospective & current learners), with diverse situations and people.
- Oral and written fluency in English and a secondary language in one of KPU's target markets is required, such as: Vietnamese, Spanish, Portuguese, Korean, Japanese, or another language consistent with departmental priorities. The language requirements for the open role will be specified in the job posting.
- Ability to multi-task, apply organizational skills to meet deadlines, use problem solving skills.
- Ability to exercise a high level of initiative and responsibility, work independently, establish own priorities and meet deadlines.
- In depth knowledge of admission and registration processes and the ability to follow established processes. Ability to analyze and recommend improvements in business process, practice, policy and procedures.
- Excellent cross-cultural skills -- proven ability to communicate effectively with an ethnically diverse population.
- Proven ability to conduct oneself in a professional manner in a demanding, high stress, fast-paced environment.
- Ability to represent a post-secondary institution or other similar organizations with tact and diplomacy in all settings.
- Demonstrated ability to handle confidential information appropriately.



- Knowledge of university programs and courses including credit and non-credit offerings, university policies, fees, immigration, registration, and student medical insurance.
- Aptitude for exacting and detail oriented work.
- Demonstrated proficiency at an intermediate level with complex database systems such as Excel and Access.
- Strong computer skills, including MS Word, Teams, and Outlook.
- Understanding of Grade Point Average (GPA) calculation in Canada and conversion from other education systems.
- Ability to travel and/or work at various campuses.
- Ability to work evenings and weekends as needed.
- Minimum of 45 wpm keyboarding skills with a high degree of accuracy.
- Able to lift and carry materials in the range of 30 to 50 lbs.
- Possession of a valid driver's license and access to a vehicle is required.

#### **EMPLOYER REQUIRED EDUCATION & EXPERIENCE**

- Successful completion of an undergraduate Diploma.
- Minimum two years' experience working with international students, including an understanding of other cultures and the ability to communicate in a cross-cultural working environment.
- Demonstrated working experience with and knowledge of International Admissions processes, international student services, immigration regulations, and transition programs.
- Demonstrated proficiency with Student BANNER (intermediate level preferred) or a similar records-based system.

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Knowledge Skills & Abilities revised:

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