



## BCGEU POSITION DESCRIPTION

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**POSITION TITLE:** International Student Support Specialist      **JOB NUMBER:** 818  
**DEPARTMENT:** Office of International Strategic Management, KPU International  
**PAY LEVEL:** 8  
**DATE CREATED:** April 29, 2022  
**DATE REVISED:**

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### PRIMARY FUNCTION

The International Student Support Specialist (ISSS) is responsible for providing administrative support to the International Divisional Business Manager and the Office of International Strategic Management. The International Student Support Specialist's primary duties are to assist in providing administrative support and advice regarding KPU's services and programs for international students and to provide effective admissions and advising support to ensure optimal customer service. As a member of the International team, the ISSS will support current and prospective students with general inquiries in person, on the phone, and by email and will process various documentation as required.

### JOB DUTIES AND TASKS

1. Assists internal and external clients in person, by phone, and through email. Assesses the needs of clients to determine service requirements such as international educational advising, degree advising, admissions, student life, financial assistance, or other student services. Responds to inquiries and directs to appropriate resources or escalates to appropriate personnel as required.
2. Advises and provides support to interested parties regarding programs, admissions, registration, counseling, educational advising, financial assistance and other student services.
3. Responds to internal and external inquiries regarding admissions, prerequisites, policies and procedures, and services. Schedules appointments as required. Pre-screens and assists current students with needs related to course planning and registration, guiding students in making appointments with International Education Advisors or Degree Advisors as needed.
4. Responds to students in crisis and secures immediate assistance.
5. Assists in advising and answering general questions regarding immigration requirements as regulated by Immigration, Refugees and Citizenship Canada (IRCC). Assists students to access relevant information and navigate through IRCC resources.
6. Receives, records and distributes various documentation for processing, including, but not limited to: study permits, post-graduate work permit letter requests, early alerts, requests to repeat courses, program declarations, student appeals, transfer credit evaluation requests, requests for special approvals and authorized leave requests. Maintains and updates documentation log of such documents.



7. Analyzes student accounts in BANNER to verify tuition deposit and issuance of registration tickets for international students. Answers inquiries regarding registration, identifies anomalies and takes corrective action. Investigates and responds to inquiries regarding confirmation deposits, refund requests and student account balance queries.
8. Responds to inquiries, complaints or problems and makes the necessary adjustments or referrals. Assists with understanding KPU policies and procedures and advises on general requirements. Schedules meetings and appointments as necessary.
9. 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.
10. Provides front counter coverage relief as required.
11. Assists with internal and external KPU International events and promotional activities. Assists with convocation ceremonies as required.
12. Assists with reviewing front-line and Telax procedures and recommends process improvements as required.
13. Assists with orientation and training for new staff. Updates procedure manuals for KPU International Units.
14. Contributes to and promotes a safe, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.
15. Other related duties in support of KPU International as required.

**SUPERVISION RECEIVED:**

This position reports to the Divisional Business Manager, International, or designate.

**SUPERVISION/DIRECTION EXERCISED:**

This position may supervise student assistants and volunteers.

**PHYSICAL ASSETS/INFORMATION MANAGEMENT:**

Manage communication of information to international audiences to enhance profile of KPU and KPU International. Must be able to lift boxes of up to 50 lbs. in weight and meet the physical demands of assisting with KPU International events. Will Implement and maintain document tracking systems and logs.

**FINANCIAL RESOURCES:**

N/A



*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**

- Oral and written fluency in English and a secondary language in one of KPU's target markets is required, such as: Hindi, Punjabi, Spanish, Mandarin, or another language consistent with departmental priorities. The language requirements for the open role will be specified in the job posting.
- Experience working in a post-secondary institution, preferably in an International department.
- Demonstrated understanding of Immigration, Refugees and Citizenship Canada requirements for study and work permits.
- Excellent communication skills, including ability to communicate complex ideas and understand customer needs and expectations while providing excellent customer service to an ethnically diverse population. Excellent cross-cultural skills and a proven ability to conduct oneself in a professional manner in a demanding, high stress, fast-paced environment.
- Demonstrated ability to work in a confidential setting and demonstrated good judgment in dealing with sensitive and confidential information
- Proven ability to establish and maintain effective working relations with colleagues, faculty, staff and students. Strong record of teamwork with the motivation and ability to work independently with little supervision, exercise good judgment, and demonstrate initiative. Ability to multi-task, apply organizational skills to meet deadlines, use problem solving skills to provide meaningful solutions.
- Exceptional organizational skills and ability to work well under pressure and handle conflicting priorities in a fast paced environment with frequent interruptions
- Demonstrated knowledge of KPU programs and courses and demonstrated ability to keep up to date with credit, non-credit and continuing education offerings, admissions and registration policies, tuition fees, timetable changes, class cancellations, university policies, fees, immigration, registration, student medical insurance, etc.
- Proven aptitude for exacting and precise work with high levels of accuracy, including records management
- A solid understanding of international education systems and transcripts
- Proficiency with Student Banner or a similar student/client records-based system at an intermediate level. Demonstrated intermediate level of competency with Microsoft Office Suite (MS Word, Excel, Teams, Outlook), and SharePoint



- Ability to travel and/or work at various campuses.
- Ability to work evenings and weekends as needed.
- Minimum of 40 wpm keyboarding skills with a high degree of accuracy.
- Able to lift and carry materials up 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
- A minimum of two years of employment in a comparable, international-related position
- An equivalent combination of education and experience will be considered

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Knowledge Skills & Abilities revised:

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### **EMPLOYEE ACKNOWLEDGEMENT**

I have read this Job Description and fully understand and acknowledge the requirements set forth therein. I understand this is to be used as a guide.

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date