

## Job Description

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<b>Job Title:</b>	International Employment Specialist
<b>Department:</b>	Co-operative Education
<b>Reports To:</b>	International Manager
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 7
<b>Effective Date:</b>	February 2021

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### **Primary Purpose**

The International Employment Specialist supports students, employers and the International Team in all matters relating to visa and work permit applications and process (for students who are going to have a work term abroad, as well as incoming international students). The International Employment Specialist also contributes to student preparation for their work terms abroad as well as visa student readiness for work terms in Canada and supports the International team by performing administrative work as needed (notably to support mobility risk management).

### **Key Accountabilities**

<p><b>Advise all students and monitor co-op students through International visa requirements, including Canada, and the necessary documentation requirements/process for co-op</b></p>
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| <ul style="list-style-type: none"> <li>• Develop and maintain visa / work permit knowledge on a “country-by-country” basis</li> <li>• Provide advice and guidance to students throughout the visa / permit application process</li> <li>• Provide supporting documentation when necessary</li> <li>• Develop and maintain relationships with government agencies and officials, visa sponsor agencies, local businesses and other organizations, as required, to facilitate visa processes and support students</li> </ul> |
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<p><b>Pre-departure / work term readiness preparation</b></p>
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| <ul style="list-style-type: none"> <li>• Organize and run visa / permit consult sessions for outbound or inbound students, coordinate with visa / permit providers and experts</li> <li>• Develop and maintain online pre-departure / work term readiness resources</li> </ul> |
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<p><b>Support the risk management requirements</b></p>
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| <ul style="list-style-type: none"> <li>• Track work permit / visa documentation; review and process documentation to ensure complete &amp; timely submissions for work term credit</li> <li>• Support students in relation to GAC travel advisories and potential travel restrictions</li> </ul> |
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<p><b>Advise employers on visa / permit process and outcomes</b></p>
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| <ul style="list-style-type: none"> <li>• Support the co-op staff by providing insight to potential employers regarding co-op recruitment norms relative to the co-op process regarding visas / permits</li> </ul> |
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<p><b>Provide administrative and logistical support as needed</b></p>
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| <ul style="list-style-type: none"> <li>• Assist with report writing, project support, statistical reports on demand</li> <li>• Support the administration of international scholarships and grants</li> <li>• Provide support for international projects as needed</li> </ul> |
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*\*All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and*

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safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.

### Required Qualifications

<b>Education</b> <ul style="list-style-type: none"><li>• Undergraduate degree in related field (e.g. arts, social studies, business, international trade, education, etc.)</li></ul>
<b>Experience</b> <ul style="list-style-type: none"><li>• 3 years of experience minimum in an administrative support position or international education unit, preferably in international environment</li><li>• Experience in building relationships with people from different cultures</li></ul>
<b>Knowledge/Skills/Abilities</b> <ul style="list-style-type: none"><li>• Knowledge of visa / permit requirement for key countries, including Canada, is required</li><li>• Proficiency in several languages is an asset (English / French / Mandarin / Cantonese / Spanish)</li><li>• Interpersonal Skills: The International Employment Specialist relies on excellent written and verbal communication skills to advise different stakeholders (e.g. students, employers, Account Managers, and other people on campus) on time-sensitive, complex processes (e.g. visa, work permits). Self-confident and assertive, the International Employment Specialist efficiently guides students through the process (including influencing students to respect process and guidelines), while being understanding and compassionate as students make difficult decisions. In some cases, the International Employment Specialist will have to communicate difficult decisions that may have an impact of student's ability to travel abroad and / or complete their work term. He/she may have to deal with stressed / aggressive students as a result. The International Employment Specialist organizes and facilitates visa / permit consult sessions for students which will require the ability to speak publicly</li><li>• Technical: MS Word – advanced level. Excel and PowerPoint – average level</li></ul>

### Nature and Scope

- **Contacts:** *Internal:* The International Employment Specialist discusses information and collaborates with CEE International team members, Waterloo International team members, Student Success Office staff, the International Manager, and other Co-op Account Managers and Student Advisors outside the International team on issues regarding students, on supporting the risk management process, and to provide administrative support. The International Employment Specialist also discusses information with students as part of supporting them in the international work process. *External:* The International Employment Specialist exchanges information with government officials (working in Canadian or foreign embassies), including ambassadors, to facilitate visa processes / work permits and support students and employers to guide them through the co-op recruitment process.
- **Level of Responsibility:** The International Employment Specialist performs no direct supervision: the role has defined specialized tasks and receives specific guidance (e.g. certain best practices in supporting students – much of this guidance will come from the International Team Manager). The International Employment Specialist provides co-worker support through knowledge sharing with Student Advisor, Account Manager and other colleagues. The International Employment Specialist has the responsibility of developing and updating material for work term readiness preparation and plays an important role in the risk management process. Problem solving: The International Employment Specialist solves problems including guiding students through the visa / work permit application process based on their individual situation, where some cases can be complex. In these cases, assessing and communicating to the student what to do can be difficult, especially as timelines are usually very short. The International Employment Specialist also determines the best way to develop

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and maintain knowledge of visa processes for close to 70 countries, including Canada, including figuring out the best way to access and update this information and maintaining a high level of accuracy of this information.

- **Decision-Making Authority:** The International Employment Specialist is in a support role, so does not have direct authority over students or employers. The International Employment Specialist applies judgment to provide specialized advice to students and employers regarding the best way to obtain the required visa and working documentation to work outside and inside Canada. The impact of this advising can be determinant on whether or not the students will have the ability to work or not in the country of their choice. They also give direct advice to employers on the visa / permit process.
- **Physical and Sensory Demands:** This role requires exertion of physical or sensory effort resulting in slight fatigue, strain or risk of injury.
- **Working Environment:** This role involves moderate psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental conditions. The role involves exposure to emotionally disturbing experiences and/or interactions with people who are upset, angry, abusive, aggressive, unstable or unpredictable, (e.g. advising students and resolving visa issues within tight deadline can be stressful, especially as the impact might be the inability for a student to travel and/or accomplish his/her work term. Some students can be abusive under stress). Infrequently, travel may be required outside Canada. There may be unusual hours or schedules (e.g. meeting with a student / employer after normal business hours, or interacting with a student / employer in a different time zone), irregular and/or high volumes and multiple and/or tight deadlines beyond one's control as this role is impacted by student volume changes per term, and constant interruptions as students try to reach them during the working day.