

Job Description

Job Title:	Global Learning Coordinator
Department:	Student Success Office
Reports To:	Manager, International Mobility and Intercultural Learning
Jobs Reporting:	Student Staff, Volunteers
Salary Grade:	USG 8
Effective Date:	February 1, 2018

Primary Purpose

Within the Student Success Office, Global Learning Coordinators (GLCs) are responsible for the successful coordination and administration of student exchange processes for incoming and outgoing students and play a key role in bolstering the student experience for these students. GLCs are responsible for iterative improvement of programming and processes related to exchange and play a key role in providing advice to students about resources and responsibilities related to exchange. Crucially, GLCs play a key role in the successful strengthening and maintenance of relationships with more than 100 highly ranked university partners around the world with whom the University has mobility agreements.

Key Accountabilities

Program Administration and Coordination

- Responsible for overall coordination of undergraduate and graduate student exchange programs including stewarding students through the application process, connecting with faculties regarding student eligibility for exchange and matching eligible student applicants to exchange opportunities.
- Serves as the initial central coordinating contact with students who are considering or who are participating in student exchange programs as well as campus partners involved in international student exchange mobility, providing exceptional customer service as well as timely and accurate information.
- Employs superior intercultural communication skills to serve as primary point of contact with >100 international exchange partners providing exceptional customer service as well as timely and accurate information.
- Critically, the Global Learning Coordinator will with negotiate with partners on issues of exchange balance and quota to maximize Waterloo student access to exchange opportunities.
- Responsible for accurately and efficiently processing all aspects of student mobility applications, including but not limited to the review, approval, and reporting of all records; the summarizing of information and statistics; and the maintenance of confidential records and databases.
- Works collaboratively with representatives in each faculty, other departments across campus and teams within the SSO for the ongoing success and improvement of processes surrounding student mobility opportunities.
- Responsible for maintaining knowledge of and effectively providing pertinent information, including but not limited to university administrative procedures, non-degree admission policies, application procedures and requirements, housing options, orientation programs, risk management protocols, pre-departure and re-entry programs, and any other matters that affect the welfare of students engaged in mobility programs.
- Contribution to annual or biannual reporting (provision of statistical and other information) related to mobility and Global Learning endeavors.
- Provides support as needed for administration and coordination of the Global Experience Certificate

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- Works with an ethic of continuous business process improvement, identifying opportunities within specialized software and in other operational processes to maximize efficiencies and maximize student and internal and external partner satisfaction.
- Participates in and contributes to regular team and department wide meetings as appropriate.
- As needed, participate in and professionally represent the interests of the Global Learning team at national or international conferences or site visits.

Program Development

- Responsible for evidence based development, coordination and delivery of programming designed to promote mobility opportunities as well as to support student success and well-being before, during and after their mobility experiences. This includes significant collaboration within the SSO and with other campus partners on events such as Orientation as well as the development and improvement of more targeted programming and activities designed to enhance student experience related to mobility opportunities.
- Develop and participate as needed on quality assurance and assessment data collection and analysis activities in support of an iterative program improvement process.

Student Success

- Exercising superior communications skills to provide one-on-one and one-to-many information and advice to students regarding selecting, applying for and participating in an exchange experience.
- Serves as a critical point of contact for students while on exchange, providing support and liaising with colleagues on campus and at partner universities to support students.
- Development of events and programming in support of student experience and success before, during and after exchange
- Partnering with other groups within the SSO and across campus to link incoming and outgoing students with existing academic and other supports critical to success during exchange.
- Serves as a source of knowledge regarding other student mobility opportunities (e.g. study abroad, short term programming etc.) and refers students to relevant resources on campus.

Relationship Building

- Facilitates a strong working relationship with campus partners and collaborates/partners when appropriate on strategies that will support the SSO in supporting the needs of incoming and outgoing students in relation to mobility and intercultural learning opportunities. Key relationships include but are not limited to the Registrar's Office, Housing and Residences, Waterloo International, GSPA, FEDs, GSA, Campus Wellness, each of the 6 faculties and affiliated colleges and universities.
- Employs superior intercultural communication skills to build and maintain strong and respectful relationships with international partners.
- Works closely with other staff in the SSO to ensure a coordinated and integrated approach to program development and delivery, and communications.

Staff/Volunteer Development

- May be responsible for supervision of co-op students, including leadership roles in hiring, training, supervision and providing feedback to student staff.
- As needed, develops and outlines clear expectations and responsibilities for student staff and volunteers within Global Experience Leadership Program.
- Responsible for recognition and appreciation of staff and volunteers.

Required Qualifications

Education

- University degree or equivalent experience required. A specialization or focus in intercultural learning, international student development or student affairs would be an asset.

Experience

- Direct experience in an educational or student support environment focusing on student mobility or international student needs.
- Experience in leading student groups, supporting student staff and developing programming and program assessment for students in a post-secondary sector.
- Experience working/studying internationally an asset.
- Experience in event planning, report writing, student facing communications and public speaking and asset.

Knowledge/Skills/Abilities

- Exceptional intercultural communication skills with experience working and supporting and supporting students from diverse backgrounds.
- Outstanding interpersonal communication and presentation skills, including written, oral, one on one, and group.
- Demonstrated ability to work individually and collaboratively as part of a dynamic team within the SSO and across campus with diverse stakeholders.
- Sound understanding of Waterloo policies and procedures related to student mobility programs and familiarity with the range of international experience opportunities available to Waterloo students.
- Proven ability to take initiative and be both creative and flexible.
- Strong critical thinking, judgement and decision making skills.
- Demonstrated ability to balance multiple priorities and projects.
- Intermediate to advanced proficiency in Word, Excel, Access, PowerPoint, Outlook, student information systems
- Comfort in interacting with complex specialist software an asset
- Second language abilities an asset, particularly: German, Mandarin, Cantonese, Korean, French, Spanish.

Nature and Scope

- **Contacts:** Internal contacts: The Global Learning Coordinator works closely with other staff in the SSO to ensure a coordinated and integrated approach to program development delivery and communications. In addition to Waterloo students, the coordinator works closely with contacts in Housing and Residences, Waterloo International, Cooperative Education and Career Action (CECA), Federation of Student Services (FEDS) that support undergraduate students, Graduate Students and Post-Doctoral Affairs (GSPA), and multiple contacts within all Faculties and Affiliated University Colleges. External Contacts: The Global Learning Coordinator will correspond frequently with students and staff counterparts at partner institutions around the globe
- **Level of Responsibility:** The Global Learning Coordinator may directly supervise student staff and volunteers
- **Decision-Making Authority:** The Coordinators make daily decisions regarding most effective operationalization of individual mobility agreements and processes with an eye towards building and maintaining strong partnerships with international and Waterloo partners as well as for optimal student success.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment, periods of extensive sitting, concentrated use of visual sense and physical effort that

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may result in moderate fatigue, strain or injury as a result of repetitive keyboard/mouse movement. Requires exceptionally close attention to detail, thoroughness and activities. Occasionally, events require some additional physical activity (standing at conferences or events).

- **Working Environment:** Office based, intermittent work outside the normal operating hours of the institution, occasional international travel may be required