Job Description

JOB TITLE: Manager, International Student Experience

DATE: October 6, 2016

REPORTS TO: Director, Student Success

JOBS REPORTING: 3 International Student Experience Coordinators, co-op/work-study student(s)

LOCATION: Waterloo campus

GRADE: 10

DEPARTMENT: Student Success Office

PRIMARY PURPOSE: The Manager, International Student Experience will take on a key leadership role to establish strategic initiatives and direction to support the academic and personal success of international students.

KEY ACCOUNTABILITIES:

Include 3-4 key accountabilities of the role. These key accountabilities should reflect 80%-90% of “what the job does not the “how”.

1. Exceptional leadership and management
   Provides strong leadership and direction to all direct reports including setting clear and reasonable goals and expectations, providing on-going feedback and establishing a strong foundation for performance through comprehensive training and on-going professional development. S/he is responsible for all human resource functions as they relate to his/her area of responsibility including recruitment, hiring, performance management, performance appraisals etc.

2. Research and strategic direction
   Informed by best practices, current research, student data, program evaluation and student feedback, the Manager leads the strategic development, delivery, communication and assessment of programs and initiatives for international students as part of an overall strategy to promote student success, retention and a positive student experience. This includes the identification of barriers for international students, and the collaborative development of initiatives to mitigate those barriers. S/he will work closely with others in the SSO, faculties and across campus to coordinate and implement specific initiatives for targeted groups (e.g. by faculty, by geographic home). Desirable outcomes include successful international student transition, engagement, participation, retention, progression, graduation, satisfaction and ultimately engagement as an alumni.

3. Relationships, collaboration and integrated program/service planning and implementation
   The Manager will work closely with other areas within the SSO, Waterloo International, faculties and across campus to ensure coordination of efforts and identification of opportunities for collaboration. The Manager will participate in groups or committees as appropriate, and work closely with faculties, service departments and student organizations to ensure the best possible support and experience for international students (i.e. Colleges, Campus Wellness, AccessAbility Services, Housing and Residences, Athletics and Recreation, Registrar’s Office, Graduate Studies Office, Feds, GSA). The Manager will proactively establish and maintain productive and positive relationships with all partners on and off campus.

4. Evaluation and reporting
   The Manager is responsible for implementing a strong culture of assessment and continuous improvement to ensure that Waterloo is offering the best possible experiences for international students. The Manager will ensure accurate data collection, management and reporting on an annual basis.

POSITION REQUIREMENTS:

If hiring today, what would be the minimum requirements?
Job Description

Education: Bachelor’s degree, or equivalent combination of education and experience. Master’s or equivalent in a related field (i.e. education, intercultural learning and education) preferred.

Experience: Experience managing/leading a team in a student service/post-secondary environment; experience with and responsibility for program/service development and implementation required; experience working with international students and/or in an intercultural setting is required; second language abilities particularly in Mandarin Chinese are an asset.

Technical: Job specific experience, computer skills

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<th>MS Word</th>
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NATURE AND SCOPE:

- **Interpersonal Skills:** Internally communicates with a wide range of departments and groups to provide effective coordination and successful implementation of all initiatives for which s/he is responsible for. Superior interpersonal skills including the ability to interact using tact and diplomacy while interacting with a wide range of internal and external contacts. Excellent written and oral communication skills including superior presentation skills. The incumbent requires the ability to negotiate, influence and persuade. Proven strength in collaboration and relationship management. Demonstrated leadership skills required.

- **Level of Responsibility:** Manager level position; member of the SSO leadership team; responsible for assisting in the development of strategy and for effective implementation and operations of initiatives within his/her area of responsibility; staff management, leadership, coaching, communication, negotiation, influence.

- **Decision-Making Authority:** The Manager will make all operational decisions regarding the programs and services delivered by his/her area of responsibility and will consult with the Director accordingly on the development of strategy for his/her area.

- **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 may result in moderate fatigue, strain, or injury as a result of repetitive keyboard//mouse movement.

- **Working Environment:** Office based; intermittent work outside the normal operating hours of the institution.