

## Job Description

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<b>Job Title:</b>	Academic Advisor, International Students
<b>Department:</b>	Science Undergraduate Office
<b>Reports To:</b>	Manager, Academic Advising – Science Undergraduate Office Functionally reports to Associate Dean of Science, International Programs
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	8
<b>Effective Date:</b>	May 2019

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### **Primary Purpose**

Reporting to the Manager, Academic Advising, with direction also provided by the Associate Dean of Science, International Programs, the incumbent provides support for the development and implementation of the Faculty's international activities. These include: China 2+2 and China-program-specific-partner agreement transfer students (approx. 125), Bridge to Academic Success in English (BASE) and iBASE (intensive BASE) students (approx. 30), and incoming and outgoing international exchange students (approx. 30). The primary responsibility is provision of academic support services to the students who enter through these programs and other international students (approx. 50 outside the previously listed categories) in the Faculty of Science. This position also develops and supports initiatives that facilitate the integration of these students into the Faculty of Science and University of Waterloo.

### **Key Accountabilities**

#### **Operational support in the development and implementation of international partner programs**

- Manage day-to-day operations of international programs in the Faculty of Science.
- Represent the Faculty of Science on university committees and working groups related to international students in consultation with the Associate Dean, International Programs
- Respond to queries from prospective students, parents, and liaisons at partner institutions providing comprehensive information about curriculum, admissions, and student life
- Maintain content for Science websites (e.g. <https://uwaterloo.ca/science-2-plus-2>) that have content for international students in Waterloo's Content Management System (WCMS)
- Liaise with Science Marketing and Recruitment Specialist to develop materials to support the Faculty's recruitment strategies, providing support for translation to Mandarin Chinese
- Participate as part of the Science recruitment team for Ontario Universities' Fair (OUF), Fall Open House (FOH), March Break Open House (MBOH), You@Waterloo Day
- Coordinate on-campus visits for prospective international students and representatives from partner institutions
- Serve as principle contact for Faculty of Science with China-partner institutions
- Provide primary administrative support to the Associate Dean, International Programs, with secondary support available from other staff members in the Science Undergraduate Office (SUO) depending on the nature of the activity

#### **Academic support for international China partner students prior to arrival at University of Waterloo**

- Provide information and direction to prospective international students in China about course selection at home institution in years one and two to optimize fit with Faculty of Science program requirements in years three and four

- Work with partner institutions to have academic records and transcripts finalized before arrival on Waterloo campus
- Liaise with Associate Dean, International Programs, Registrar's Office (RO), and Science Computing to maintain and improve the process for transfer credit review
- Maintain course description and transfer credit database for China 2+2 and China-partner institutions
- Build course blocks for new students and coordinate with colleagues in the SUO to ensure accuracy and proper accounting of space in courses

### **Integration and success of students, including China-partner students**

- Provide supplemental information and assistance to international students, e.g. on climate, culture, and living accommodations
- Plan events and activities for international students that enhance their introduction to Canada and the University of Waterloo, e.g. welcome receptions, meetings with program advisors, and contributions to Waterloo Orientation, including international orientation
- Collaborate with colleagues at Renison University College regarding transition activities for China 2+2 and China-partner students, including English For Academic Success (EFAS) courses, and Science-specific sessions on academic integrity, ethical behaviour, and University systems such as Quest
- Contributes to international subgroup in SciSpace
- Attend and participate in Science Undergraduate Studies Committee (SUSC) meetings as voting member
- Apply the following academic advising principles to all programs and SUO activities:
  - Provide academic advice, by maintaining in-depth and current knowledge of Science, regarding:
    - undergraduate curriculum and academic requirements for all programs
    - admissions regulations and practices
    - regulations and University policies of particular relevance to student issues
    - disciplines that are relevant to Science students
    - support resources that are available to students, both within and outside the Faculty/University
- Provide tertiary back-up to front line service in the SUO
- Register verification of illness forms (VIFs) in Student Accountability System (SAS)
- Enter appropriate ASIS (Advising Student Information System, or equivalent) notes when providing any form of academic advice, whether by phone, email, or in-person
- Participate, in conjunction with the SUO advising team, in the first-year block enrolment process

### **Academic support for international students after arrival at the University of Waterloo**

- Provide guidance to international students regarding their course and program selections during the academic cycle (course selection, enrolment, and academic standings) in person, via email, or over the phone
- Monitor registration of new students and provide feedback about missing courses or information
- Assist students in resolving issues with course scheduling and transfer credit assessment
- Work with colleagues in SUO, e.g. Student Success Officer for students at-risk and Science Engagement Officer for proactive measures that support international students
- Liaise with Science undergraduate advisors and academic support units on specific students and broad needs of international students
- Plan events and activities, e.g. graduate studies applications and job application seminars, that are of particular interest to international students

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- Maintain student records and files for international students according to policies on records management and student information
- Enter appropriate Advising Student Information System (ASIS) notes for academic advice in Online Academic Tools (OAT) and, verification of illness forms in Student Accountability System (SAS)

### **Incoming and outgoing international exchanges**

- Provide support to the incoming and outgoing international exchange students (approximately 30) in Science, including:
  - Incoming:
    - Coordinate course enrolment and course approvals as files arrive from the RO: review course plans of students, seek approval from departments/faculties outside of Science as required and advise students of any course conflicts or issues
    - Respond to requests and refer to other sources of information such as Housing, SSO, Waterloo International, wellness services
  - Outgoing:
    - Manage student files from beginning to end – initial questions and planning, country/institution of destination, details about application process, course equivalencies, application approvals, coordination with Waterloo International, receipt of transcript, and uploading of transfer credits
  - Administrative:
    - Maintain contact with colleagues in Waterloo International, SSO, and Associate Dean, International Programs
    - Participate in international exchange promotional events
    - Maintain Science web information for outgoing international exchanges

## **Required Qualifications**

### **Education**

- Bachelor of Science degree required

### **Experience**

- Experience as an international student or significant experience working with international students required.
- Experience with event execution and interaction with the public is an asset.
- Experience working as part of a team in an environment that requires strong time management skills and ability to adapt to a changing environment.

### **Knowledge/Skills/Abilities**

- Fully fluent in both English and Mandarin Chinese and demonstrated ability to communicate in a highly informative and engaging manner in both English and Mandarin Chinese required.
- Familiarity with Quest and proficiency in Microsoft Office.
- Proven ability to manage a large volume of work, conflicting priorities, and deadlines
- Excellent strategic thinking, sound judgment, tact, diplomacy, ability to manage confidential and sensitive issues, interpersonal, organizational and communication skills
- Proficient with LEARN, WCMS, ASIS/OAT, SAS

## **Nature and Scope**

- **Contacts:** Requires a high level of familiarity with international student experience and needs to portray a high level of confidence in approach. A very high level of initiative and influencing skills are

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needed to engage international partners and to recruit students. An ability to convey the merits and attributes of international students in Science programs is needed to build relationships with faculty and administrators in the Faculty of Science.

- **Level of Responsibility:** Responsible for facilitating a successful academic experience for international students. Responsibility for communicating issues and concerns to Associate Deans and academic support units on campus is vested in this role.
- **Decision-Making Authority:** Responsible for guidance and direction provided to prospective and current international students. Input is also provided to the Associate Dean, International Programs, to foster relationship building and the development of international partnership programs. In consultation with the Associate Dean, Undergraduate Studies, and Manager, Academic Advising, tracks operating budget and expenses for events and relationship building under the direction and strategies established by the Associate Dean, International Programs. The Academic Advisor, International Students, is accountable for monitoring expenditures to ensure that activities are delivered within the budget established. Applies service indicators to selected students' Quest accounts to monitor and manage their enrolment.
- **Physical and Sensory Demands:** Demands are typical of an administrative position that functions within office and meeting environments. Exposure to a fast-paced service oriented environment.
- **Working Environment:** Exposure to conditions typical of office work and meetings; expectation of periodic travel within Ontario, annually, for OUF, with the potential of travel to partner institutions overseas, e.g. China. Minimal exposure to disagreeable conditions typical of an academic advisor and one where it is necessary to convey negative or unwelcome information to students