

Job Description

Job Title:	Coordinator, International Student Experience
Department:	Student Success Office, International Student Experience
Reports To:	Manager, International Student Experience
Jobs Reporting:	Student Staff, volunteers
Salary Grade:	USG 7
Effective Date:	October 2017

Primary Purpose

The Coordinator, International Student Experience is accountable to the Manager, International Student Experience and is responsible for the overall development, coordination, implementation and evaluation of comprehensive and intentional programming targeted to international student populations. The Coordinator will function primarily in the areas of student development, international student transition and engagement, event/program management, and administration.

Key Accountabilities

- Responsible for the overall coordination, development and delivery of International Student Experience programs that meet the sociocultural, demographic and informational needs of international students.
- Responsible for the selection, training, supervision and evaluation of all student staff, creating and managing action plans, overseeing program evaluation and assessment and anticipating future programming needs and requirements.
- Responsible for the development of new and the expansion/revision of current programs that support the successful transition of and ongoing engagement of international students.
- Be knowledgeable of the unique needs of the varying international student populations and work closely with campus and Faculty partners to ensure the continual relevance, timeliness and effectiveness of programs in supporting international students.
- Provide excellent leadership to all volunteers and student staff. This includes creating and maintaining positive working relationships by establishing a clear set of reasonable and mutually agreed upon expectations, effectively measuring and evaluating performance, and providing feedback.
- Provide clear and consistent documentation and communication related to assigned programs termly, annually and as required.
- Participate in the administration of certain department-wide responsibilities including special events and special projects.

Program Administration

- Oversees the development and delivery of successful international student programs, this includes but is not limited to a multi-day pre-arrival orientation program for International Students, peer-mentorship programming and pre-arrival/transition programming; these programs are resource intensive and require exceptional organizational skills as well as the ability to multi-task, manage and forecast required resources as well as build consensus with key partners
- Develops and coordinates the recruitment, hiring, selection, ongoing training, appreciation and recognition of student staff for all International Student Experience programs.
- Develops and maintains program documentation outlining program goals, outcomes and ongoing progress

Program Assessment

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- Coordinates the collection of information (staff and participant feedback, attendance numbers, etc.) to provide recommendations for future program adjustments and considerations.
- Monitors programs through session feedback forms. Responds to feedback in a timely and effective manner.

Staff/Volunteer Development

- Outlines clear expectations and responsibilities for staff and volunteers.
- Responsible for the recognition and appreciation of staff and volunteers.

Relationship Building

- Facilitates a strong working relationship with campus partners and collaborates/partners when appropriate on strategies that will support the mandate of the SSO in supporting the International Student Experience, Key working relationships include but are not limited to Housing and Residences, Waterloo International, Federation of Students Services that support International Students, Marketing and Undergraduate Recruitment, Graduate Students Postdoctoral Affairs and all Faculties and Affiliated University Colleges.
- Works closely with campus partners and Faculty partners to ensure the needs of international students are being met
- Works closely with other staff in the SSO to ensure a coordinated and integrated approach to program development and delivery, and communications.
- Participates in and contributes to regular team and department wide meetings as appropriate.

**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 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

Education

- University degree or equivalent experience required. A specialization or focus in International Student Development or Student Affairs would be an asset.

Experience

- Experience in leading student groups, supporting student staff and developing programming for students in a post-secondary sector
- Experience in a student services setting working with students, preference will be given to those with experience in working with or understand international student populations
- Demonstrated knowledge of best practices in international student development theory and success
- Experience coordinating or leading in a student service preferred
- Outstanding interpersonal communication skills, including written, oral, one on one, and group
- Proven ability to take initiative and be both creative and flexible
- Strong critical thinking, judgement and decision making skills
- Demonstrated ability to work individually and collaboratively as part of a dynamic team
- Demonstrated ability to balance multiple priorities and projects

Knowledge/Skills/Abilities

- Intermediate proficiency in Word, Excel, PowerPoint and Outlook
- Second language abilities are an asset, particularly in Mandarin Chinese, Hindi, Punjabi, Arabic and Farsi

Nature and Scope

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- **Contacts:** Internal contacts: The Coordinator, International Student Experience works closely with other staff in the SSO to ensure a coordinated and integrated approach to program development and delivery, and communications. In addition the coordinator also works closely with Housing and Residences, Waterloo International, Federation of Students Services that support International Students, Marketing and Undergraduate Recruitment, Graduate Students Postdoctoral Affairs and all Faculties and Affiliated University Colleges.
- **Level of Responsibility:** The Coordinator directly supervises student staff and volunteers
- **Decision-Making Authority:** The Coordinator will make decisions in collaboration with others but may from time to time be required to make independent decisions related to the administration of the International Student Experience programs in the absence of a direct Manager.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within a fast-paced service oriented office environment; extensive periods of sitting and concentrated use of visual senses. Requires close attention to detail, thoroughness and accuracy.
- **Working Environment:** Located in a comfortable indoor area, although location can change. Minimal exposure to disagreeable conditions typical of a supervisory position, one where it is occasionally necessary to convey negative or unwelcoming information to students or staff.