HUMAN RESOURCES
SIMON FRASER UNIVERSITY
ADMINISTRATIVE & PROFESSIONAL STAFF
POSITION DESCRIPTION

A. IDENTIFICATION

Position Title: Coordinator, International Graduate Student Programs
Name of Employee: 
Department: Graduate Studies
Position Reports To: Director, Administrative Services
Description Prepared by: Deena Coburn
Date: March 23, 2016

B. POSITION SUMMARY

Briefly describe the primary function and purpose of the position in one or two sentences.

The Coordinator, International Graduate Student Programs collaborates cross-functionally with staff in graduate departments and International Services for Students to provide advice on developing, planning, and coordinating programs to support international graduate student recruitment, enrolment management, and student retention. The Coordinator, International Graduate Student Programs advocates on behalf of international graduate students and postdoctoral fellows within the SFU community, and with external stakeholders including Immigration, Refugees and Citizenship Canada (IRCC), Consulates and Embassies located overseas, Service Canada, and relevant provincial and federal government agencies. The incumbent is responsible for managing all aspects of the relationship between SFU, its partner organizations, and students participating in sponsorship programs.

C. DUTIES AND RESPONSIBILITIES

Starting with those you consider the most important, list and describe the main duties and responsibilities of the position. For each item start with an action verb and briefly describe WHAT is done, HOW it is done and WHY it is done.

PROGRAMS & RECRUITMENT SERVICES 50%

Collaborates cross-functionally with staff in graduate departments to provide advice on developing, planning, and coordinating programs to support international graduate student recruitment, enrolment management, and student retention.

Advocates on behalf of postdoctoral fellows within the SFU community, and with external stakeholders including Immigration, Refugees and Citizenship Canada (IRCC), Consulates and Embassies located overseas, Service Canada, and relevant provincial and federal government agencies.

Liaises with International Services for Students (ISS) and Academic Relations to implement new initiatives and programmes developed by IRCC.
Interprets, or seeks advice on, complicated IRCC policies and regulations, and determines how to direct postdoctoral fellows towards a specific course of action.

Liaises with government personnel, particularly IRCC, regarding advocacy for postdoctoral fellows and stays current with changes regarding Study Permits and Work Permits by: researching changing policies; attending conferences; and networking with colleagues.

Liaises with SFU International, ISS and graduate programs to develop and implement international graduate student recruitment and retention strategies.

Collaborates with Student Services and the Graduate Student Society (GSS) to plan and coordinate specific orientation services and programs relevant to international graduate students.

Participates with other organizations (such as the Canadian Bureau of International Education), private sector service providers, and education sector bodies, to keep current on immigration laws, insurance schemes and other issues affecting international students and postdoctoral fellows.

Manages all aspects of SFU’s relationships with established sponsor organizations (such as China Scholarship Council, Emerging Leaders of the Americas Program (ELAP), Canada-Brazil Ciencia sem Fronteiras Scholarship Program) and internal sponsorship programs (IOCL).

Participates in the planning and execution of overseas recruitment activity for partner organizations and sponsored students. Actively promotes SFU research internships and sponsorship programs by serving as an SFU representative at events held by sponsor organizations.

Liaises with both partner organizations and SFU staff at the faculty and department level in order to evaluate partner and faculty satisfaction and build upon and enhance future arrangements.

In cooperation with SFU International, establishes relationships with other international sponsorship programs (i.e. National Council of Science and Technology of the Mexican States, Academic and Professional Programs for the Americas, Vietnam Ministry of Education and Training, etc.).

Leverages internal resources to promote sponsorship programs and increase the number of sponsored students at SFU (e.g. identifying opportunities to provide further funding to sponsored students).

**TRAINING AND QUALITY ASSURANCE**

Provides advice to Graduate Studies staff, departmental staff, and faculty on the evaluation of international graduate students’ credentials.

Provides advice and training to graduate program and International Services for Students staff on the needs of international graduate students.

Assists in the development of web-based tools to assist SFU staff in the evaluation of international transcripts and degrees.
Collaborates with the Office of Graduate Studies in the continued review of the English language requirements for graduate admissions and provides recommendations to the Senate Graduate Studies Committee (SGSC).

Assists the Office of Graduate Studies and Postdoctoral Fellows in the evaluation of international post-secondary institutions and credentials.

Reviews external resources (e.g., World Education Services, UK Naric, American Association of Collegiate Registrars & Admissions Officers) and makes recommendations to the Office of Graduate Studies on the use of those resources.

COMMUNICATIONS AND LIAISON 20%

Collaborates with International Services for Students and the Communications Officer in the Office of Graduate Studies and Postdoctoral Fellows on communication strategies, including the creation of appropriate and relevant web communications and print materials to inform, guide, and support prospective and current international graduate students and postdoctoral fellows.

Collaborates with the Centre for English Language Learning, Teaching and Research (CELLTR) to ensure appropriate language services are provided to international graduate students.

Ensures that all communications to international applicants including admission letters and visa forms are in compliance with IRCC regulations and policies.

Refers enquiries from prospective international students, applicants, admitted students, and current students to other offices or agencies when Graduate Studies staff do not have the expertise to respond.

Participates in the creation of targeted on-line student surveys, collects comprehensive data on international graduate student satisfaction regarding all aspects of their SFU experience by creating, distributing and analyzing surveys and by conducting focus groups to inform and enhance the graduate international student experience and improve graduate student academic success.

Conducts international graduate student enrolment reporting as required by IRCC.

Compiles data and performs statistical analyses of recruitment, programming and outreach activities to direct future student development programming initiatives.

Liaises with Research Commons to ensure appropriate international graduate student programming is offered.

Collaborates with SFU International to strengthen existing partnership agreements and facilitate new agreements.

Conducts special projects as assigned by the Dean of Graduate Studies.

D. DECISION MAKING

i) Give some typical examples of the most important decisions the incumbent is expected to make in carrying out the duties and responsibilities of the position.
To what extent can the incumbent rely on established policies or advice from others in making these decisions?

Advising on the development, planning, and coordination of programs to support international graduate student recruitment, enrolment management, and student retention.

Providing guidance and assistance in the development of culturally-relevant services and programs supporting international graduate students.

Advocating on behalf of international graduate students within the SFU community, and with external stakeholders including IRCC, Consulates and Embassies located overseas, Service Canada, and relevant provincial and federal government agencies.

Interpreting complicated IRCC policies and regulations, and determining how to direct students towards a specific course of action to avoid potentially life-changing consequences (such as being asked to leave Canada; being refused for visas and permits; etc.)

Developing individual and group advisory services and sessions for all university campuses and coordinating information sessions for the international graduate student population and their families.

Assessing students’ problems and recommending actions in crisis situations.

Prioritizing and assessing the most effective strategies for student advising with respect to cultural and student-specific concerns (e.g., immigration, academic & cultural transition, health insurance, housing, etc.).

Performing risk management assessments to ensure student safety in all student programming initiatives.

ii) Give some typical examples of the most important decisions the incumbent would refer to his/her supervisor.

Final decisions related to the safety or well-being of international students.

Disputes involving external funding agencies, external service providers or involving agreements with other institutions and foreign employers.

Problems identified by international students or University staff or faculty related to student discipline and conduct and medical or other critical incident emergencies.

Incidents involving the safety and/or well-being of clients.

E. SUPERVISION EXERCISED

Indicate the number of employees for whom the position is responsible.

Number of employees reporting directly to the position 0*
Total number of employees for whom the position has direct responsibility 0
*Note: Recruits and supervises volunteers

F. **SUPERVISION RECEIVED**

This position is largely self-directed. The incumbent meets weekly with the supervisor to discuss program activities and to identify opportunities for program expansion and development. Performance is reviewed throughout the year and one comprehensive evaluation is conducted annually by the supervisor.

G. **UNUSUAL WORKING CONDITIONS**

The position requires occasional evening and weekend work.

Occasional conference travel and dealings with international clients and students requires the ability to adjust to other cultural and linguistic settings and the capacity to accommodate the unusual and the unexpected.

H. **ENTRANCE QUALIFICATIONS**

*What combination of experience, training and/or formal education do you believe is the minimum required to perform the duties of this position?*

Undergraduate degree and four years of related experience which includes experience in the management of international student recruitment and retention programs and services, or an equivalent combination of education, training, and experience.

Ability to meet Immigration, Refugees and Citizenship Canada requirements for certification as an Immigration Representative.

Excellent knowledge of Immigration, Refugees and Citizenship Canada regulations.

Excellent intercultural communication skills and understanding of cross-cultural relations.

Excellent recruitment skills.

Excellent program development and administration skills.

Excellent interpersonal, communication (oral and written), organizational, problem-solving, and interviewing skills.

Excellent leadership and group-facilitation skills.

Excellent mentorship and supervisory skills.

Ability to exercise mature judgment, initiative, diplomacy, and tact.

Skilled in the use of student information systems and software applications (i.e., database and word processing).

I. **ORGANIZATIONAL RELATIONSHIPS**