POSITION SUMMARY

The Coordinator, Graduate Studies provides specialized support (e.g., on development and planning of programs, etc.) to graduate students, supervisors, and staff and acts as a liaison between graduate students and/or graduate programs, and both internal or external resources to resolve graduate student issues. 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 and retention. The Coordinator, Graduate Studies advocates on behalf of graduate students and postdoctoral fellows within the SFU community, and with external stakeholders. The incumbent is responsible for managing all aspects of the relationship between SFU, its partner organizations, and students participating in sponsorship programs.

DUTIES AND RESPONSIBILITIES

1. Provides specialized support related to graduate students, supervisors, staff and respective graduate programs by:
   - Liaising between graduate students and/or graduate programs, and both internal (e.g., Curriculum Coordinator) or external (e.g., Centre for Students with Disabilities) resources to resolve graduate student issues.
   - Providing mediation services to graduate students/programs as appropriate.
   - Providing cross-cultural training and advice to graduate programs staff.
   - Providing advice and information on the development, planning, and coordination of programs to support international graduate student recruitment, and student retention.
   - Collaborating with Student Services and the Graduate Student Society (GSS) to plan and coordinate specific orientation services and programs relevant to international graduate students (i.e., orientation, income tax workshops, peer/mentorship programs, transition programming and supporting family services).

2. Provides support and contributes to the overall development and ongoing success of graduate programs throughout the University by:
   - Collaborating with the Associate Dean, Students, to develop graduate supervision best practices and resources for graduate students, staff and faculty.
   - Liaising 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.
   - Participating in the planning and execution of overseas recruitment activities for partner organizations and sponsored students.
   - Liaising with Research Commons to ensure appropriate international graduate student programming is offered.
   - Conducting special projects as assigned by the Dean of Graduate Studies.

3. Develops and fosters ongoing relationships with key external stakeholders and/or sponsors to maintain and promote graduate studies programs by:
   - Managing all aspects of SFU’s relationships with established sponsor organizations (e.g., China Scholarship Council, Emerging Leaders of the Americas Program (ELAP), Canada-Brazil Ciencia sem Fronteiras Scholarship Program) and internal sponsorship programs (IOCL).
   - Establishing relationships and facilitating new agreements with 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.), and strengthening existing partnership agreements, in collaboration with SFU International.
   - Leveraging 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).
4. Ensures clear and accurate communications and distribution of information regarding graduate programs to help inform, guide, and support prospective and current international graduate students and postdoctoral fellows, by:

- Collaborating with International Services for Students and the Communications Officer in the Office of Graduate Studies and Postdoctoral Fellows on communication strategies (e.g., the creation of appropriate and relevant web communications and print materials, etc.).
- Collaborating with the Centre for English Language Learning, Teaching and Research (CELLTR) to ensure appropriate language services are provided to English as an Additional Language (EAL) graduate students.
- Actively promoting SFU research internships and sponsorship programs by serving as an SFU representative at events held by sponsor organizations.
- Referring 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.

5. Provides ongoing and proactive support for improvement of graduate programs to ensure best practices are continually employed by:

- Participating in the creation, distribution, and analysis of targeted on-line student surveys and collecting comprehensive data on international graduate student satisfaction regarding all aspects of their SFU experience (i.e., recruitment, programming and outreach activities, etc.) to direct future student development programming initiatives.
- Conducting focus groups to inform and enhance the graduate international student experience and improve graduate student academic success.
- Collaborating 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).
- Maintaining currency on issues affecting graduate international students and policy throughout the university.
- Participating with other organizations (e.g., Canadian Bureau of International Education), private sector service providers, and education sector bodies, to keep current on insurance schemes and other issues affecting international students and postdoctoral fellows.

**IMPACT OF DECISION MAKING**
The incumbent will make decisions related to providing guidance and assistance in the development, planning, and coordination of graduate programs to support international graduate recruitment, and student retention. The incumbent will assess and decide how best to advise on or provide recommendations to support graduate student-specific concerns and/or issues. The incumbent will also prioritize and assess the most effective strategies for student advising with respect to cultural and student-specific concerns (e.g., academic & cultural transition, supervisory issues, health insurance, housing, etc.). Decisions related to conceptualizing, developing, promoting, implementing, and evaluating programs, and providing recommendations, will have an impact on the greater SFU community (i.e., staff in various academic units, potential and existing students, and graduate programs in general).

**RELATIONSHIPS**
Establishes and maintains relationships with peers and contacts with access to information and to key business partners. Shares information and advice on how to get things done and who to involve.

**Supervisory**
Number of continuing employees reporting directly to the position: 0

Total number of continuing employees for whom the position has direct responsibility: 0*

* NOTE: The incumbent is involved in the recruitment and supervisor of volunteers

**Primary Working Relationships**
Initial Effective Date: August 21, 2017
Latest Revision Date: August 21, 2017
Works collaboratively with the Associate Dean, Students and Director, Graduate and Postdoctoral Studies. Collaborates frequently with the Professional Development Coordinator, Immigration Officer and Communications Officer.

Works closely with various individual SFU faculties and departments to support cross cultural understanding and services and to resolve graduate student issues. Also collaborates with the following units to resolve graduate student issues:

- International Services for Students (ISS)
- Ombudsperson
- Graduate Student Society (GSS) Advocate
- Centre for Students with Disabilities

QUALIFICATIONS

Bachelor’s degree in Dispute Resolution/Mediation or Policy Analysis and four years of related experience in cross cultural student support and program support to graduate students, or an equivalent combination of education, training, and experience.

- Excellent knowledge of cultural issues and understanding of cross-cultural relations
- Excellent program development and administration skills
- Excellent interpersonal, communication (oral and written), interviewing, and mediation skills
- Excellent project management, organizational, decision making, time management, and problem-solving skills
- Excellent leadership, mentorship, supervisory, and group-facilitation skills
- Ability to sensitively interact and engage individuals from diverse cultural groups as well as individuals at all institutional and governmental levels
- Ability to successfully conduct research, design surveys, and implement strategic plans
- Ability to exercise mature judgment, initiative, diplomacy, and tact
- Ability to build relationships and facilitate collaboration between diverse groups
- Ability to work in a fast-paced and dynamic environment with a high level of tact, diplomacy, and discretion
- Ability to use standard information and content management systems; word processing, spreadsheet, and database applications; as well as online and multimedia technologies (e.g. Microsoft Word, Access, Excel, Javascript, HTML, AEM, SIMS) at an intermediate level
- Ability to use graphic design tools (e.g., Adobe Photoshop, Illustrator, InDesign and Acrobat Pro) at an intermediate level.