POSITION SUMMARY
The Manager, International Programs oversees the operation and promotion of Undergraduate and Graduate student international programs within the Beedie School of Business, Office of International Programs. The Manager implements Beedie’s partnership agreements, contracts, and protocol; develops and manages the operation of supportive programming and services (e.g., pre-departure, retention, re-entry, arrival orientation and peer support) for participants in international programs; and serves as a strategic resource for identifying international programming and partnering opportunities.

DUTIES AND RESPONSIBILITIES

1. Manages the day-to-day operational activities of the Beedie School of Business (Beedie) Office of International Programs by:
   - Implementing Beedie’s partnership agreements, contracts, and protocol.
   - Administering operating budgets within established parameters; managing the budget forecast process; and developing and maintaining financial systems to monitor departmental budget allocations, expenses, and revenues.
   - Preparing budget projections, summaries and analyses, as requested by the Supervisor and/or the Dean.
   - Managing academic and administrative activities and coordinating with SFU International Services for Students (ISS) for exchange, field school, and Global Learning Programs regarding:
     - Application, selection, admission and registrations process.
     - Fee collection, tuition and accommodation expenses, disbursement of funds, records management.
     - Program evaluations and the ongoing review process of program administration.
   - Liaising with faculty and instructors regarding academic themes, teaching format, and events related to international courses and programs; and coordinating administrative activities to assist with program delivery.
   - Liaising with counterparts from partner institutions, service providers, and other external stakeholders.
   - Collaborating with SFU Student Services units such as ISS, Admissions, Residence and Housing, etc.
   - Ensuring risk management procedures are implemented, including the administration of pre-departure sessions and participant contracts.
   - Monitoring immigration requirements, medical coverage, security, health concerns, and local and international/global events with support from the Supervisor and the SFU Travel Safety Coordinator.
   - Developing and overseeing the execution of support programming and services for participants in international programs including pre-departure, retention, re-entry, arrival orientation, peer support and continuous student advising.
   - Leading the recruitment, interviewing and hiring of support staff for international programs, as directed by the Supervisor.
   - Setting quantitative targets and program strategies for study abroad and student mobility in alignment with the School’s internationalization strategy, in conjunction with the Supervisor.
   - Coordinating activities with the ISS Manager, International Mobility Programs and monitoring FTE balances for exchange partnerships to ensure reciprocity and limit SFU’s financial liability.
   - Overseeing Beedie’s funding for international mobility programs and distribution of the Beedie Study Abroad Awards.

2. Develops and oversees the execution of a comprehensive marketing and promotions strategy for study abroad, and specific international programs within the School by:
   - Leading the Office of International Programs (OIP) team in the planning of a marketing and promotions strategy to increase student’s awareness and participation in study abroad and international programs.
   - Overseeing the creation of print, digital copy and media materials.
   - Overseeing the planning and execution of promotional events.
   - Ensuring the currency and accuracy of web and print program information and publications.

3. Acts as a subject matter expert and strategic resource to the Supervisor and Beedie senior-level administration by:
   - Advising on the impact of partnership-specific transactions.
• Making recommendations to the Supervisor on the renewal or termination of existing international partnerships.
• Working with the Supervisor to identify and achieve strategic objectives with partner institutions.
• Performing research, gathering information and data, and preparing reports to assist the Supervisor with the identification of new partnership opportunities.
• Informing on developments in the field of international education such as new approaches to supporting student’s participation in international programs.

IMPACT OF DECISION MAKING

The Manager, International Programs is responsible for:
• Making day-to-day decisions on international student/program issues, referencing international program policies and procedures.
• Performing risk management assessments to ensure student safety in all student programming initiatives.
• Making decisions regarding services for student participants (e.g., approving new peer support programming and retention initiatives).
• Determining required resources for programs and events and submits budget proposals for approval by the Supervisor.
• Determining event plans and promotional materials for marketing activities related to study abroad and international programs.

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
Supervises staff by providing guidance and mentorship, ensuring the appropriateness and currency of job responsibilities, initiating recruitment for temporary and continuing staff, hiring staff, providing or directing the provision of training, evaluating performance, approving leaves and training and development, responding to grievances and approving leaves of absence.

Primary Working Relationships
Internal Connections – Works closely with other managerial staff within Beedie, SFU’s ISS staff, Travel Safety Coordinator and Risk Manager within Safety and Risk Services, to coordinate itineraries, pre-trip sessions, etc.

External Connections – Works closely with counterparts and/or senior level administrators at partner universities and external service providers. Represents Beedie at NAFSA, CBIE, BCCIE and other related International Education Associations and Conferences as determined by International Liaison Officer.

QUALIFICATIONS

Bachelor’s degree in Business, International Studies, Education, or related discipline and four years of related experience, including program and financial administration, event planning, or an equivalent combination of education, training, and experience.
Excellent knowledge of best practices in international mobility programming.
Excellent knowledge of inter-culturalism.
Good knowledge of international program development issues and protocols.
Excellent leadership, interpersonal, negotiation, consensus-building, conflict management, cross-cultural relationship, and problem-solving skills.
Excellent financial management and project coordination skills.
Excellent interpersonal and communication (verbal, written and presentation) skills.
Proficient in the use of student information systems and standard office applications (e.g., MS Office).
Ability to deliver effective advisory services to students.
Ability to exercise a high level of diplomacy and intercultural competence.
Ability to work occasional evenings and weekends as required.
Ability to travel internationally to attend work-related events and conferences.

Initial Effective Date: August 29, 2017
Latest Revision Date: September 11, 2017