The Study Abroad Advisor recruits and advises undergraduate students regarding Beedie School of Business (Beedie) and SFU international programs. The Advisor provides guidance and administrative support to students; executes promotional strategies for international programs and plans; liaises with faculty and staff in SFU units and Beedie’s international partner institutions; and delivers and customizes support services and events to meet the needs of students.

1. Provides academic advice and administrative support to undergraduate students in international programs by:
   a. Providing information and assistance on programs and procedures of partner institutions; advising on travel, housing, healthcare, cultural issues, funding, etc.
   b. Reviewing degree and program requirements, transcripts, waivers, course overloads, audit, etc., and making referrals to faculty and administrative staff as appropriate; approving course plans and enrolling inbound students at SFU.
   c. Acting as the first point of contact for critical incidents; assessing the situation and responding or referring to the supervisor as required.

2. Promotes international and study abroad programs and facilitates the recruitment of students by:
   a. Developing promotional strategies in collaboration with the supervisor; organizing and presenting information sessions; developing presentation/event materials; overseeing events; maintaining the study abroad website; coordinating advertising; and participating in the development and implementation of new initiatives.
   b. Coordinating the recruitment and training of student volunteers.

3. Supports student success and delivers student support programming and services by:
   a. Coordinating pre-departure, retention, re-entry, arrival orientation, peer support and student advising activities.
   b. Liaising with faculty and staff in various SFU units, and Beedie’s international partner institutions.

4. Serves as a resource to the Manager, International Programs and the International Liaison Office by:
   a. Making recommendations on promotional opportunities, support services, etc.
   b. Advising on operational issues with partner universities.

QUALIFICATIONS
Bachelor’s degree in Business Administration, Communication, Marketing, International Studies, or a related discipline and three years of related experience in student advising within an international or study abroad setting, or equivalent combination of education, training, and experience.

Excellent knowledge of cultural sensitivities.
Excellent intercultural, interpersonal, conflict resolution, and communication skills (verbal, written, and presentation).
Excellent event management, group leadership, training, and facilitation skills.
Ability to multi-task and to meet strict deadlines.
Ability to establish strong working relationships with faculty, external clients, vendors, and contacts at partner institutions.
Ability to exercise mature judgment, initiative, diplomacy and tact, and handle confidential/sensitive material with discretion.
Ability to explain and apply policies.
Ability to arrange suitable transportation when travelling to work at any of the SFU campuses.
Ability to travel internationally.
Proficient in the use of office software applications (e.g., word processing, database, and web-based, and spreadsheet applications).
Proficient in the use of student information systems (e.g., SIMS).