COORDINATOR, INTERNATIONAL GRADUATE STUDENT PROGRAMS

Graduate Studies and Postdoctoral Fellows
Director, Graduate Studies and Postdoctoral Studies
APSA

Position Title: Coordinator, International Graduate Student Programs
Department: Graduate Studies and Postdoctoral Fellows
Reports to: Director, Graduate Studies and Postdoctoral Studies
Employee Group: APSA

Position #: 00110823
Reports to #: 00030230
Grade: 08

POSITION SUMMARY
The Coordinator, International Graduate Student Programs provides specialized support to international graduate students, supervisors, and staff; and acts as a liaison for graduate students to resolve international graduate student issues. The Coordinator provides advice on developing, planning, and coordinating graduate student support programming for international recruitment and retention, in collaboration with graduate programs staff across the university and International Services for Students (ISS) staff. The Coordinator advocates on behalf of graduate students and postdoctoral fellows and manages 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:
   • Resolving international graduate student issues.
   • Providing advice and information on the development, planning, and coordination of student support programming; and providing cross-cultural training to graduate programs staff.

2. Supports and contributes to the development and success of graduate programs across the University by:
   • Evaluating partner and faculty satisfaction; and building upon and enhancing future arrangements.
   • Participating in the planning and execution of overseas recruitment activities.

3. Develops, fosters and manages ongoing relationships with key external stakeholders and/or sponsors by:
   • Establishing relationships; facilitating new agreements with international sponsorship programs; and strengthening existing partnership agreements, in collaboration with SFU International (SFUi).
   • Promoting sponsorship programs and increasing 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 by:
   • Collaborating with International Services for Students and the unit’s Communications Officer on communication strategies; and collaborating with the Centre for English Language Learning, Teaching and Research (CELLTR) on appropriate language services to English as an Additional Language (EAL) graduate students.
   • Actively promoting SFU research internships and sponsorship programs.

QUALIFICATIONS
Bachelor’s degree in International Studies or Education and four years of related experience in cross cultural student support and programming support to graduate students, or an equivalent combination of education, training, and experience.

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