

JOB DESCRIPTION

Position	Enrolment Services Specialist – International Partnerships	Hours	Averaging 35/hrs week
Classification	Band 9	Date	Aug 2016
Dept	Enrolment Services		
Reporting To	Enrolment Services Manager (International)	Group	CUPE *

The position as Enrolment Services Specialist will require an individual with initiative and flexibility to participate in this integration aimed at continual improvement in the provision of services to CBU students, and to participate in the development and implementation of an expanded student information system *theSIS*. Duties and assignments will be evolving and will require flexible work hours, including some weekends and evenings.

PURPOSE:

Enrolment Services is the first point of contact for students and has an atmosphere of effective, efficient, friendly and reliable service with a focus on enhancing customer service by using a high level of problem solving skills. The Enrolment Services Specialist - International Partnerships will deliver customer service to prospective and current students, members of the University community and the public. The Enrolment Services Specialist – International Partnerships will also carry responsibility for recruitment of prospective students. The Enrolment Services Specialist – International Partnerships works with senior administration, deans, faculty, and administrative staff to coordinate the administration of international programs and partnership agreements including MOU's, articulation agreements, and student and faculty exchange agreements at CBU. Specifically:

- manage files, issues, and developments related to memorandums of understanding, articulation agreements, and partnership agreements, both domestic and international;
- represent CBU in regional and international meetings/recruitment fairs/activities and support CBU's other existing and developing international partnerships. This may require travel to East Asia and other possible international locations for direct recruitment at high schools, language schools, and other recruitment initiatives;
- assist with the coordination of international services, support, and activities at CBU.

SPECIFIC RESPONSIBILITIES:

- International travel to East Asia for direct recruitment at local and international high schools.
- Assist in the planning and organization of international recruitment and marketing initiatives in East Asia.
- Assist Deans, faculty, and senior administration in the development and management of domestic and international articulation agreements, Memorandum of Understanding, student and faculty exchange agreements, and collaborative projects and partnerships.
- Liaise and coordinate with academic and administrative personnel on campus regarding the programs and services provided by International Programs and Partnerships.
- Liaise and coordinate with other international-related individuals and entities on campus (such as international student recruitment, international student services, student and faculty exchanges, and the Centre for International Studies) to ensure that CBU has an integrated and cohesive approach to the interpretation and administration of agreements supported by the University.
- Monitor Chinese websites of partner institutions for compliance with agreement clauses.
- Monitor Chinese blogs which are related to Partnership Agreements to ensure partner representation is appropriate.
- Monitor Chinese print materials which discuss partnerships with CBU for accuracy and compliance with CBU agreements.
- Maintain CBU Global website and CBU Chinese Weibo account, keeping the content fresh.
- On-campus coordination of visiting Chinese delegations to include translation, travel arrangements, and cross cultural issues.
- Coordinate relationships with international partners, embassies, etc.
- Keep abreast of current issues and best practices in international education, including student and scholarly services, private and public sector partnerships and collaborative projects, federal immigration regulations, policies, advising, ESL education, study abroad and exchange programs, and campus and community internationalization initiatives.
- Report regularly to senior management on the status of operations, programs, and activities.
- Establish and maintain an appropriate network of professional contacts.
- Prepare presentations and reports as needed.
- General administrative duties and other duties as assigned.
- A willingness and ability to work flexible hours, including weekends and evenings, and to travel within Canada and Asia.

Maintain currency with CBU policies and procedures such as Academic Calendar, student finance policies and procedures, articulation agreements, and secondary school course codes. Other job related projects and duties as assigned.

QUALIFICATIONS:

- A graduate degree in a related area. CBU graduate preferred.
- Minimum of five (5) years related experience with demonstrated administrative responsibilities; experience in the interpretation or administration of contracts (such as articulation or exchange agreements) a definite asset.
- Proven communication, negotiation, interpersonal, and analytical skills, including the preparation of reports and effective presentations.
- Strong knowledge of current word processing, spreadsheets and database software to facilitate electronic file management.
- Strong communication skills in both English and Mandarin including written and oral abilities.
- A knowledge of Chinese/Canadian post-secondary standards.
- A knowledge of Chinese/Canadian business cultural issues.
- A self-starter with a strong work ethic.
- An ability to work independently.
- The nature of this position may require travel, both international and domestic, and flexibility around working hours. A valid passport and driver’s license (with a clean abstract) is required.

*This position is subject to a Memorandum of Agreement with CUPE, local 3131, for inclusion in the bargaining unit.

JJEC – Management Rep

Date

JJEC – CUPE Rep

Date

Human Resources

Date

Enrolment Services Specialist -
International Partnerships

Date

Finalized:	August 2016
Revised:	August 2017
Evaluated:	February 2018