



## Staff Opening

<b>Posting</b>	2018.03
<b>Position</b>	International Student Relations Specialist
<b>Department</b>	UFV International
<b>Status</b>	Staff, 100% full-time, Permanent
<b>Start Date</b>	As soon as possible after closing date
<b>Salary Scale</b>	\$3,777.56 - \$4,520.51 per month (Staff pay group 7)
<b>Closing Date</b>	January 31, 2018

The University of the Fraser Valley is nationally recognized for its commitment to teaching excellence, community relevance, and Indigenization. With over 100 programs, from graduate and undergraduate arts, science, and professional degrees, to trades and technical education, university preparation, and continuing education UFV is the school of choice for over 15,000 students

### Responsibilities

Reporting to the Director of UFV International, the International Student Relations Specialist (ISRS) is responsible for supporting international recruitment and student service operations staff to improve management of international student enrolment and retention. As a certified Regulated International Student Immigration Advisor, the ISRS is also responsible for advising international students on IRCC policies related to their status studying and working in Canada. The Specialist's key responsibilities include:

- Provides on-line application support to International UFV applicants; troubleshoots issues and maintains effective communication with staff/applicants/agents
- Supports international student application process for the Office of the Registrar and International, ensuring data accuracy
- Assists with international application reports and audits for pre-arrival communications, advising and registration purposes
- Maintains content currency of international website and web-based applications
- Acts as primary UFV contact for IRCC, reviewing and assessing irregular requests from IRCC and students for various student-related confirmation letters and provides appropriate response as needed
- Maintains currency of in-depth knowledge and understanding of International admission, application and fee policies, as well as knowledge of foreign credentials, international documentation and educational systems
- Assists International advising and registration staff with reviewing student registration status, monitoring waitlists and registration changes
- Works with special cohort students' administrative needs and liaises with external related agencies and partners, as required
- In accordance with RISIA certification and International department service standards, assists students and support staff with inquiries related to study or work on a study permit or post-graduation work permit
- Develops materials for and delivers regular student information sessions related to study permits and post-graduation work permits, regulations, applications and renewal processes
- Provides international student status workshops at the International Student Orientation

### Qualifications

- Completion of a two-year diploma from a recognized post-secondary institution
- Regulated International Student Immigration Advisors (RISIA) Certification, or ICCRC (Immigration Consultants of Canada Regulatory Council) – accredited training
- Minimum three (3) years related work experience in international education field (e.g. International student advising and/or service operations – admissions and recruitment, preferred) at the public post-secondary level
- Experience delivering Canadian immigration (IRCC) advising to university/college international students
- A professional orientation with excellent interpersonal, written, oral and intercultural communication skills
- Strong presentation and facilitation skills
- Advanced proficiency/competence in MS Office: PowerPoint, Word, Excel, Outlook
- Proficient with relational databases (e.g. Banner); data analysis and reporting
- Demonstrated experience with web content-editing software and web-based communication media
- Knowledge of Canadian post-secondary system and general admission and registration procedures
- Knowledge of education systems in primary international student markets (e.g. India, China) is an asset
- Expertise in IRCC relevant policies and regulations and able to maintain required currency
- Strong research and reporting skills

- Excellent organizational and time management skills; able to prioritize numerous tasks, under tight timelines maintaining a high level of accuracy and attention to detail
- Demonstrated ability to work independently and also effectively within a team
- Able to analyze and problem-solve exercising initiative, judgment, tact, and discretion
- Possess an understanding of, and commitment to international students and international education
- Able to work flexible hours
- Competence in language(s) other than English related to UFV's international recruitment strategy an asset

Shortlisted applicants may be required to undergo a criminal record check. Shortlisted applicants will be required to provide copies of their most recent evaluation summary.

Direct resume including evidence of appropriate qualifications by **January 31, 2018**, referring to **Posting #2018.03** to:

**Human Resources**

**University of the Fraser Valley**

**33844 King Road, Abbotsford, BC, Canada V2S 7M8**

**Tel: (604) 854-4554 Fax: (604) 854-1538 Website: [www.ufv.ca](http://www.ufv.ca)**

**Email resumes to: [hrinfo@ufv.ca](mailto:hrinfo@ufv.ca)**

All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority. In an effort to be both environmentally and fiscally responsible, UFV will contact only candidates receiving an interview. We thank all applicants for considering UFV for employment.

**UFV is committed to the principle of equity in employment.**