



DOUGLAS COLLEGE

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Title: Manager, International Student Services
Posting Number: 00042SA
Department: International Education and Strategic Partnerships
Location: New Westminster Campus/Coquitlam
Position Type: Administration - Regular
Posting Type: Internal/External
Full Time/Part Time: Full Time
Regular/Temporary: Regular
Start Date: 05/01/2018

What Douglas Offers

DO what you love. Be good at it. That's how Douglas College defines a great career. It's a philosophy that resonates through our classrooms, our offices and our boardrooms. It inspires our students and drives us to make Douglas College one of BC's Top Employers. We love what we do. And we're looking for passionate, motivated people to join us in making one of Canada's best colleges even better.

The Role:

Reporting to the Director, Global Engagement, the Manager, International Student Services is responsible for the overall functioning and performance of the Department of International Student Services for both campuses. The position provides day-to-day leadership and direction with respect to: Policies, Practices, Systems and Operations regarding: Front Line Student Support, Academic Advising, Academic Integrity, Student Engagement, Orientation, Homestay Coordination, Retention and other areas as assigned by the Director, Global Engagement. This position works with internal staff and college departments as well as external governmental organizations (Immigration, Refugees and Citizenship Canada) to ensure student services are aligned with international student needs. In addition, this position assists the Director, Global Engagement with various administrative aspects of all projects and initiatives related to international student services.

Responsibilities:

Under the general direction from the Director, Global Engagement

1. Leads and represents International Student Services in the day-to-day operations of the department, ensuring safety of students, consistency of practice and maintenance of optimum service levels.
2. Administers and facilitates the planning and coordination of international student orientation and student success sessions to help integrate new and current international students.



3. Provides advice and guidance to international education staff, and liaises with faculty and departmental directors to determine best course of action when students encounter challenges including, but not limited to: study permits, on and off campus employment, visas, income tax, culture shock, health insurance, student safety, and academic integrity.
4. Manages human resources including selection, evaluation and supervision of unionized employees and non-unionized contract employees within Douglas International; ensuring adherence to collective agreement provisions; determining the method and terms of compensation for contracted employees and specialized project contracts.
5. Reviews and approves leaves relating to professional development and vacation, and administers sick leave and leave of absence requests.
6. Provides leadership, analysis and advice in relation to policies and procedures regarding risk management and threat assessment.
7. Manages the distribution of international education scholarships and bursaries for international and students in consultation with the Douglas College Foundation and the Financial Aid Office.
8. Interprets and administers policies and procedures from the Federal, Provincial and College level in relation to international students. Maintains up-to-date Immigration Canada (IRCC) rules, regulations and policies as they relate to international education and ensures the department's staff and other College members are advised of such information.
9. Provides on-going support, guidance and necessary resources to a population of up to 3500 international students.
10. Addresses conflict scenarios, complaints and conducts investigations as required.
11. Under the guidance of the Director, Global Engagement, develops, monitors and maintains the operating budget for international student services.
12. Represents Douglas International at select educational, professional and cultural organizations; at conferences/seminars which cover international education issues; and to governmental or quasi-governmental agencies associated within international higher education.
13. Analyzes the College's strengths and weaknesses of international student services in comparison with those of other higher learning institutes in British Columbia and Canada.
14. Provides in-service training programs for faculty and staff to address the special needs of international students on an on-going basis.
15. Acts on behalf of the Vice-President, International Education & Strategic Partnerships in her or his absence, as requested.
16. Performs other related duties as required.



To Be Successful in this Role You Will Need:

1. Established professional credibility as usually evidenced by a Master's degree, and/or a combination of formal and informal education and experience with demonstrated professional credibility.
2. Minimum ten years (10) experience in mid-level administrative positions with directly relevant experience in international education in the Canadian (in particular British Columbia) post-secondary education sector.
3. Experience in personnel recruitment, selection and performance management.
4. Highly developed interpersonal, cross cultural communication and team-building skills.
5. Knowledge of Immigration Canada (IRCC) rules and regulations as related to visa (study permit) applications and other issues related to international education.
6. Ability to establish priorities, organize, schedule and solve problems and tasks.
7. Excellent program, event and project management skills.
8. Demonstrated ability to model appropriate professional, ethical and collaborative behaviours that engender collaboration, trust and respect consistent with the responsibilities of this position.
9. Proven management experience including budget development and control and employee supervision in a unionized environment.

Work Arrangements:

This regular full-time position is available May 1, 2018. Regular hours of work are 8:30 am to 4:30 pm, Monday to Friday. Travel between Douglas College's locations as required.

Diversity Statement:

Douglas College is committed to being a workplace that is free of discrimination, that values diversity and is representative, at all job levels, of the communities we serve.

Open Date: 02/02/2018

Open Until Filled

Quick Link for Direct Access to Posting: <http://www.douglascollegecareers.ca/postings/1750>

Special Instructions to Applicants:

Interested applicants must ensure that a resume and cover letter are submitted online through the Douglas College Careers site. Please ensure your resume clearly explains how you meet the required knowledge, skills and abilities of the position for which you are applying. This position will remain open until filled with the first review date of February 26, 2018. All candidates selected for interview will need to bring original certificates and diplomas of educational credentials noted on their resume.