



Student Success Coordinator

Description of the College

Fraser International College (FIC), in association with Simon Fraser University, offers university pathway programs to international students and is based on the campus of Simon Fraser University in Burnaby. FIC is managed by Navitas Limited with colleges in Canada, the USA, Australia, Singapore, New Zealand, and the United Kingdom.

For more than two decades, Navitas has accelerated the internationalization of university campuses around the globe, providing international students greater opportunity and access to high-quality learning experiences.

Navitas is seeking to employ a **Student Success Coordinator** to join our North American team in **Burnaby, Canada**.

TO APPLY:

Please send your cover letter, resume, 3 references in **one file** to the Human Resources Department and reference 0718FICSSC.

Applications will be accepted until **11:59pm Pacific Standard Time on Sunday, July 22, 2018**.

THE ROLE:

The Student Success Coordinator works with the Student Success Manager on the College's strategic direction, management, and support of student outcomes, student experience, and academic rigour.

The position is responsible for student academic advising, holistic student support services and programming, strategic enrolment management, staff management, and staff development.

KEY RESPONSIBILITIES:

- Support the Student Success Manager in the management of the Academic Department with all areas of student life, ensuring students have a smooth transition into the College and to the University Partner
- Develop holistic student programming rooted by theoretical framework(s) and evaluate for effectiveness in achieving strategic goals, including but not limited to:
 - Workshops
 - Programming for high-achieving students
 - Programming for at-risk students
 - Social diversity and inclusivity
 - Social engagement
 - Student Conduct
 - Community engagement
- Provide support to individual students referred to staff by community members.
- Provide strategic direction and support for the development of advising, referral, and advocacy services to meet needs of the College's students
- Support, and develop the professional and paraprofessional staff reporting to the role

- Implement the strategic enrolment management systems of the college with an emphasis on communications to support retention, success, and student experience
- Ensure compliance of regulatory requirements in the compilation of data in preparation for reporting, analysis, and presentation
- Develop systems for on-going communication of college policies and news to students
- Creation and maintenance of academic communication resources
- Maintain breadth of knowledge required to engage in innovative approaches of advising services for college students
- Support academic integrity and student conduct policies
- Other duties as required

ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE:

- Bachelor's degree
- A degree in a relevant field from a recognized university
- 4-7 years' experience working with international students in higher education areas of academic advising and student support
- Experience in a higher education environment
- Understanding of academic expectations and the difficulties faced by students undertaking post-secondary studies, particularly transitional issues, with the demonstrated ability to deal with confidential and sensitive matters
- Demonstrated leadership and coordination skills in the capacity to manage all functions of a busy office
- Demonstrated high-level interpersonal, communication and negotiation skills, with demonstrated ability to deal with confidential and sensitive matters
- Demonstrated analytical and written communication skills that enable the appointee to compile, draft, and present reports and submissions
- Ability to organize and prioritise multiple issues/tasks
- Sound knowledge of equal opportunity, equity and workplace health and safety principles and ability to implement them at the strategic and/or operational level
- Demonstrated ability to work effectively in a team environment
- Demonstrated commitment to continuous quality assurance
- Excellent written and verbal communication skills in English
- Strong problem-solving skills
- Demonstrated experience and commitment to quality assurance in teaching and learning and student support
- Legal right to work in Canada
- Hours of work may vary dependent on College needs

Desirable Skills

- Exposure to the academic needs and requirements of international students
- Experience in a pathway college
- Experience in a multicultural environment and/or with international students
- Mental health first aid training
- Bi-lingual or multi-lingual skills



What We Offer

Navitas is an Equal Opportunity Employer. We offer a competitive compensation and benefits package, and are a values-driven employer.

Successful applicants will be subject to relevant pre-employment checks, which may include a Criminal background check and professional references checks.

Please be advised that candidates with the legal right to work in Canada at time of application will be considered.