

# Admissions Counsellor

## 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.*

## Position

Navitas is seeking to employ an Admissions Counsellor to join our North American team in Burnaby, BC.

Reporting to the Admissions Manager, this position will be part of the Marketing and Admissions team to assist in the processing of student applications, provide marketing support, and conduct conversion activities for both Fraser International College (FIC) and the International College of Manitoba (ICM).

The Admissions Counselor is responsible for the provision of high quality enrollment and admissions services for Navitas Canada, working within the Navitas Admissions, Recruitment and Community (ARC). This includes the implementation of detailed admissions administration support, extensive accurate record keeping, maintaining high quality relationships with Business Unit (BU), as well as staff residing in Navitas' global network of Source Country Offices (SCOs) in order to ensure:

- Applications are received and responded to in a timely manner
- Applications are assessed accurately and that offers to study are issued in a timely manner
- Where appropriate, cases are referred to the relevant BU for further assessment

The Admissions Counselor is expected to work effectively within a cross-functional centralized team environment, in close collaboration with the Navitas SCOs and all Navitas Canada BU staff.

## Key Relationships

- I. Director of Admissions (ARC)
- II. Admissions Managers (ARC)
- III. Marketing Directors (BU)
- IV. Source Country Sales and Admissions Staff (SCO)
- V. Navitas Agent Network

## Key Responsibilities

### Stakeholder engagement:

- VI. Keep all Admissions Counselors (BU) and Marketing Directors updated with any changes in regional education system/market environment/recruitment policy
- VII. Develop excellent team engagement, via connections and working relationships with Admissions Counselor colleagues in the ARC and at BU.
- VIII. Provide a customer focused quality evaluation and advisory service to prospective and current students, counselors and the public, generally on all aspects of the Pathways' and University partner's admission requirements, policies, procedures.
- IX. Assist with enquiries from marketing staff within the business units

### Application lifecycle

- I. Use of external evaluation tools as appropriate to assess applications accurately as well as online verification sites to confirm the authenticity of transcripts received (where applicable).
- II. Refer and manage borderline and Non-Standard Assessment cases through Admissions Manager / Director of Admissions
- III. Implement & maintain application planning processes.
- IV. Receive, enter and process student applications in CRM system(s).
- V. Preparation and dispatch of offer letters. Proactively seek missing information if required from agent or student.
- VI. Manage inquiries and process correspondence in a timely and professional manner
- VII. Provide accurate information and assistance to clients, employees and the general public.
- VIII. Issue LOAs and receipts for visa applications.
- IX. Process condition removals and deferral requests.

### Systems, Process and reporting

- I. Responsible for the day-to-day management of student records, liaising with the BU and SCO staff to ensure that records are kept up to date in all systems, utilizing the Navitas CRM Systems (Maze, Salesforce and Wiki)
- II. Contribute to the most effective and efficient management of resources by maintaining appropriate records and databases, i.e. electronic filing system (student efiles)
- III. Update and maintain in an efficient manner, all office systems, and establish and monitor processes to ensure best practice response times to admissions applications.
- IV. Integrate analysis of conversion/arrivals/progression to inform admissions entry requirement changes

- V. Assist the Director of Admissions / Admissions Managers to plan, develop and review critical Admissions functions in consultation with other staff as required.
- VI. Contribute, as necessary, to the aligning and streamlining of system interaction between ARC staff.
- VII. Assist in the preparation of monthly reports on admissions issues and trends inclusive of recommendations for entry criteria and/or processing changes as requested

### **General**

- I. Support the conversion processes throughout the admissions cycle by providing accurate information and assistance to clients, staff and the general public.
- II. Appropriate accuracy and speed of application processing
- III. Through maintaining Navitas positive stakeholder engagement, contribute to the overall success of recruitment and enrollment targets across all Navitas Canada BUs per intake
- IV. Participate, when appropriate, in promotional activities such as Fam Trips.
- V. Other related duties as may be required by Director of Admissions (ARC) and/ or Admissions Managers (ARC).

### **Essential Skills, Knowledge and Experience**

- Bachelor degree
- Fully fluent in written and spoken English
- Demonstrated effective interpersonal communication skills
- Demonstrated problem solving skills
- Advanced Computer Skills
- Legal right to work in Canada

### **Desirable Skills**

- Experience in an education environment
- Experience in a multicultural environment
- Fluency in a second language

### **What We Offer**

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

### **To Apply**

Please send cover letter, resume, references in **one file** to [hr-canada@navitas.com](mailto:hr-canada@navitas.com).



Applications will be accepted until **11:59pm Pacific Standard Time on Tuesday, February 19, 2019.**

Applications may be considered for similar positions. Applications may be considered for similar positions.

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.

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