



DOUGLAS COLLEGE

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Position Title	Global Engagement Mobility Program Coordinator
Posting Number	01754SA
Location	New Westminster Campus
Regular/Temporary	Regular
Employment Type	Full-Time
Work Arrangements	This regular full-time (35 hours per week) position is available starting on February 21, 2023. Regular hours of work are Monday – Friday, 9:00am – 5:00pm. Occasional evening and/or weekend work may be required. The position is located at the New Westminster campus; however, successful candidate must be available for occasional work at the Coquitlam campus. Douglas College is committed to supporting a healthy work/life balance for employees. A modified schedule and/or hybrid work from home arrangement may be considered, subject to the terms of the College's Work From Home Policy and operational needs.
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	The Global Engagement Mobility Project Coordinators oversee a portfolio of international projects and mobility programs including international study abroad, reciprocal exchange programs, short-term inbound study projects, faculty/staff mobility, and other international partnerships and projects in order to progress the strategic internationalization goals of Douglas College. Coordinators work as a team sharing leadership and support roles across projects and partnership collaborations. This position requires working closely with faculty, students, administrators, representatives from our global partner universities and college around the world, and external stakeholders, such as College and Institutes Canada to ensure the successful development, promotion and implementation of all international mobility programs and projects. To develop a culture of global engagement at Douglas College; including a focus on internationalization of curriculum, intercultural experiences and competencies, sustainability goals, and global citizenship, coordinators organize and deliver a number of Global Engagement events on campus and online for students and employees; such as the international student awards and scholarships, cultural events, and educational event promoting global citizenship and competencies. Global Engagement events and programs often involve student assistants and volunteers whom the Coordinators mentor and supervise while helping them develop their work-related and leadership competencies. The incumbent provides exceptional client-centered service on a consistent basis to all stakeholder groups both internally and externally.
Responsibilities	1. Mobility Program Development and Operations

	<p>a. Works in partnership with academic leaders (VP Academic & Provost, Deans, Chairs and Coordinators) in developing international mobility and study abroad programs aligned with strategic goals by providing student demand assessments, partner institution needs assessment, industry trend analysis and researching logistics. Forecasts pro-forma budgets for study abroad or partnership proposals and projects and externally funded contracts. Provides input and ideas for changes to the existing programs in collaboration with faculty.</p> <p>b. Develops, manages, and shares international relationships and partnership agreements through internal communication channels and direct contact with faculty members related to international mobility programs opportunities for faculty consideration.</p> <p>c. Takes a lead role in the implementation of international mobility programs, projects and joint programs. Works with off-shore institutions and organizations to coordinate logistics. Works with faculty and service departments at Douglas College to ensure smooth operation and adherence to College policy.</p> <p>d. Uses project management software, global engagement management software and organizational skills to manage the day-to-day logistics of applications, registrations, travel arrangements, emergency information, medical and travel-related documentation, marketing and promotion and due dates. Maintains a documentation log of activities. Is responsible for budget control of the activities and managing deliverables on schedule.</p> <p>e. Supports faculty and administrator international mobility or project grant submissions by coordinating proposal writing and submissions to external funders; liaises with funders to ensure project requirements are met; plans and organizes project activities involving internal and external participants using project management software and organizational skills.</p> <p>f. Coordinates in-coming international student programs such as exchanges and customized programs; ensures appropriate documentation; liaises with overseas partner institutions and receiving faculties at Douglas College; makes reception and settlement arrangements as required; advises on application and registration procedures; assists students upon arrival with accommodation, orientation, cultural adjustment, facilitates off site cultural activities and workshops; and serves as the primary point of contact during their entire study period at DC.</p> <p>g. Makes independent decisions with respect to emerging problems with students and faculty in all study abroad programs; seeks guidance from supervisor when needed on novel or complex decisions; makes referrals to appropriate and relevant resources internally and externally and follows up.</p> <p>h. Advertises, Interviews, hires, trains, schedules, supervises and evaluates multiple student assistants each semester involved with global engagement events and working as program ambassadors or guides to inbound international student programming.</p> <p>i. Evaluates and reports on international mobility activities, prepares final expenditure reports, and plans and coordinates follow-up special events with participants.</p> <p>2. Study Abroad and Mobility Advising</p> <p>a. Serves as the primary campus advisor for student and faculty international mobility opportunities. Meets with students to assess appropriate study abroad opportunities with regard to academic, personal, professional, and financial goals for their mobility programs. Provides guidance to students and faculty on Douglas College administrative policies and procedures related to study-abroad programs.</p> <p>b. Works with the Enrollment Services to facilitate credit transfer for students as applicable. Makes recommendations on credit transfer process, and liaises with International Student Advising Specialists to prepare documents related to articulation requests for exchange credit when needed.</p> <p>c. Advises incoming students from international partner institutions on application and registration procedures at DC; serves as the primary liaison between these students and DC academic departments; assists students upon arrival with housing logistics, orientation, cultural adjustment,</p>
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	<p>facilitates course selection, and registration and serves as their primary advisor during their entire study period at DC.</p> <p>3. Training and Development</p> <p>a. Develops and maintains an online pre-departure training program for faculty and students engaged in international mobility programs, including information related to travel, culture, preparation, and safety/emergency procedures.</p> <p>b. Develops and delivers orientations and cultural workshops/field trips for inbound international student specialty programs throughout the year.</p> <p>c. Prepares and delivers post-program evaluations with participants to review the programs and make changes to strengthen the experience for future international mobility program participants.</p> <p>d. Documents operational procedures for marketing and managing global engagement projects and partnerships, updates procedures as needed, researches new best practices in the field and sector, and makes suggestions for improvement.</p> <p>4. Partnerships and Collaboration Development</p> <p>a. Maintains regular communication about students and programs with internal and external mobility program partners, such as international university partners, domestic university partners co-marketing study abroad programs, and government and non-profit agencies.</p> <p>b. Initiates new communications with potential international mobility partners by arranging meetings at conferences, international events, online and following up with Global Engagement promotional material and agreement development in order to meet strategic internationalization goals.</p> <p>c. Prepares draft agreements for external partnerships and collaborative activities to ensure sufficient breadth of partner locations and subject area interests.</p> <p>d. Provides reports and recommendations on operations of collaborative or joint international programs and makes procedure and policy recommendations based on thorough review.</p> <p>e. Manages and maintains a database of mobility partnership agreements to ensure they are up-to-date; track reciprocal exchanges to identify imbalances; make recommendations and work with partner organizations to correct imbalances; and proactively engages partners prior to agreement expiry.</p> <p>5. Promotion and Outreach</p> <p>a. Provides input to, and executes the annual marketing plan for all study abroad (inbound and outbound) programs. With the Marketing and Communications Office (MCO) support, oversees the content, design, publication and posting of mobility programs promotional materials.</p> <p>b. Maintains communications on a pre-determined schedule with faculty related to study abroad & exchange opportunities using email, workshops, DC Connect and in-person communications in order to sustain interest in global engagement and share opportunities for faculty involvement in projects or programs.</p> <p>c. Organizes faculty specific information events and public awareness events to promote study abroad, exchange and Douglas International priorities.</p> <p>d. Writes, develops and manages elements of the Global Engagement and DC Connect websites and social media accounts in-line with the GE/MCO annual communications plan.</p> <p>e. Works with mobility coordinators at other post-secondary institutions to create joint activities & promotions for study abroad that involves transferable credits and is mutually beneficial to both institutions.</p> <p>f. Schedules and hosts campus visits for representatives from affiliated organizations and partners to promote dual degrees, degree completion, exchange and work-integrated learning opportunities.</p>
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	<p>g. Responds to external requests for information about Global Engagement related activities.</p> <p>6. Global Engagement and Citizenship On-Campus Initiatives</p> <p>a. Leads and contributes to global engagement and citizenship awareness events on campus and off campus including: developing program/event content; marketing and promotions; student assistant supervision and mentoring; implementation of the event; and review and recommendations future events.</p> <p>b. Promotes global citizenship, competencies and mobility in support of strategic goals by updating the Douglas College Global Engagement section of the public website and forwarding key event promotional information to college-wide communication partners such as the Douglas College Student Union, Student Affairs and Services, and MCO.</p> <p>c. Utilizes student global citizenship, competency and mobility awareness and promotion events to engage students in the possibility of study abroad using proven acquisition and retention strategies and tools, such as, promotions, contests, and CRM software where available and appropriate.</p> <p>d. Responsible for organizing the International Program Awards/Scholarships process and ceremony including: organizing application process, then advertising awards to faculty, students, and staff; collecting and analyzing applications and supporting documents; sitting on the scholarship adjudication committee to review applications for final approval; working with the Douglas College Foundation and Alumni Relations and Financial Aid and Awards Office to administer awards.</p> <p>7. Continuous Improvement and Networking</p> <p>a. Engages in ongoing training provided by Douglas College on service areas, technologies, and policies.</p> <p>b. Engages in ongoing professional development related to international mobility and partnerships.</p> <p>c. Stays current on mobility programming offered to students and faculty offered by peer institutions in BC.</p> <p>d. Represent Douglas International as a contributing member to cross-functional teams and learning communities of practice within Douglas College related to global engagement.</p> <p>e. Participates as an active member in regional, provincial and national associations such as Canadian Bureau for International Education Study Abroad Professional Learning Community, and the British Columbia International Education Association.</p> <p>8. Other duties as required, such as:</p> <p>a. Trains, supervises, assigns work and evaluates student assistant and monitors for Global Engagement.</p> <p>b. Responds to emergent problems using independent judgement.</p> <p>c. Provides orientation and training on global engagement initiatives employees outside of Douglas College International. Performs other duties in DCI or College-wide as required.</p>
<p>To Be Successful in this Role You Will Need</p>	<ol style="list-style-type: none"> 1. Successful completion of a bachelor degree in a related discipline from a recognized post-secondary institution in a related discipline, and a minimum of 3 years related work experience, or a combination of credentials and experience considered equivalent. 2. Ability to maintain effective working relationships with administrators, faculty, staff and students. 3. Proven customer service, administrative and organization abilities. 4. Excellent project management skills. 5. Excellent interpersonal and cross-cultural communication skills including written and verbal fluency in the English language.

	<ol style="list-style-type: none"> 6. Experience giving engaging presentations and lead webinars speaking to small and large groups in formal and informal settings, and be flexible in adapting speaking and presentation styles to people of various backgrounds and cultures. 7. Working knowledge of social medial platforms such as Twitter, Instagram, Face Book, etc. 8. Ability to identify risk (financial, personal, reputational) related to a proposed activities. 9. An ability to work with international partners from different cultures and language backgrounds in different time-zones using video-conferencing and email. 10. Ability to travel and conduct oneself professionally in different cultures, when requested. Out-of-country travel requires a valid Canadian passport. 11. Experience marketing events and programs to target audiences such as students or faculty members. 12. Experience working post-secondary environments. 13. Experience with planning and coordinating meetings and events. 14. Demonstrated ability to: <ul style="list-style-type: none"> ○ exercise initiative within a team and promote a positive work environment ○ function effectively when professionalism, confidentiality and sensitivity are required ○ work independently under minimum supervision to meet deadlines and to establish priorities ○ apply and work within relevant policies and procedures ○ coordinate events with multiple stakeholders in person and online ○ gather, organize, and report on feedback on a program or event ○ manage project budgets ○ communicate persuasively, diplomatically and tactfully verbally and in writing ○ collaborate and seek help when faced with complex or challenging situations ○ nurture and develop student leadership potential and work-related competencies ○ critically analyze, reason, problem solve and exercise sound judgment ○ ensure accuracy of information and enter data accurately ○ effectively use time management to prioritize tasks for self and groups ○ effectively lead and support project-based work using planning tools ○ create and deliver engaging presentations for large groups ○ effectively engage with large groups of people in workshop or educational formats ○ work as a team or independently, with a minimum of supervision ○ organize and manage digital workspaces for working groups and committees ○ maintain high levels of customer service while under task, time or interpersonal pressure ○ advocate on behalf of others ○ retain, organize, and communicate a vast range of information ○ create and maintain a professional network 15. International experience and second language skills are assets. 16. A working knowledge of database management is an asset. 17. Knowledge of adult educational design principles is an asset. 18. Knowledge of learning management systems such as Blackboard is an asset.
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	19. Technical skills: MS Word, Excel, PowerPoint, Outlook, MS Teams, MS Planer, Zoom, all at an intermediate or higher level
Special Instructions To Applicant	Interested applicants must submit their application and all required documents online on the Douglas College Career Site www.douglascollegecareers.ca . Please ensure your resume clearly explains how you meet the required knowledge, skills and abilities of the position for which you are applying. All candidates selected for interview will need to bring original certificates and diplomas of educational credentials noted on their resume.
Link to Full Position Profile	https://www.douglascollegecareers.ca/postings/10310