

**Nipissing University**  
**JOB DESCRIPTION**

<b>JOB TITLE:</b>	Secretary, International Student Support
<b>DEPARTMENT:</b>	International Student Support
<b>CLASSIFICATION:</b>	Secretary B
<b>WAGE GRADE:</b>	WG 30
<b>SUPERVISOR:</b>	Manager, International Student Support & Community Liaison
<b>DATE:</b>	February 2022

**SUMMARY OF FUNCTIONS:**

Reporting to the Manager of International Student Support & Community Liaison (MISSCL), the secretary is responsible for providing secretarial support to the Manager, the International Mobility Coordinator (IMC) and all secretarial support required for effective and efficient operation of the International Student Support department. Responsibilities include: acting as a primary point of contact for internationalization at Nipissing, preparing and maintaining files, maintaining resources relating to internationalization, correspondence, reception, scheduling meetings, creating forms, updating promotional material and information bulletins as required.

**DUTIES & RESPONSIBILITIES:**

**SUPPORT FOR INTERNATIONAL STUDENT SUPPORT**

**(75%)**

- Act as a primary point of contact for international partners and students participating in exchange programs (incoming and outgoing students)
- Respond to walk-in, email and telephone enquiries about internationalization at Nipissing University
- Prepare interview packages and coordinate personal interviews for outgoing exchange students
- Coordinate the selection process for outgoing exchange students
- Establish and maintain student files relating to internationalization and travel abroad
- Collect and maintain immigration documentation for degree international students
- Responsible for updating and tracking records for active international degree seeking students year over year
- Maintain up-to-date resource library on international exchange and study abroad programs and oversee the international resource area (i.e. book student meetings in area, post drop-in hours for students, etc.)
- Prepare mailings of Nipissing University promotional materials to exchange partners, Canadian Embassies and other agencies as required
- Prepare and collect application packages for outgoing international exchange programs
- Follow up and collect outstanding application packages for international exchange programs
- Responsible for copying and distributing incoming applications to respective offices (Registrar's Office and Advising)
- Coordinate and participate in meetings and selection process for the Committee on International Student Exchanges
- Establish and maintain a database of international students and incoming and outgoing exchange partners and contacts
- Establish and maintain a database of international students and incoming and outgoing exchange students
- Ensure room bookings, catering and supplies are arranged for sessions during incoming international students' orientation

- Responsible for collecting student photo's and ensuring that they meet institutional requirements
- Assist in planning pre-departure workshops for outgoing exchange students
- Collate and itemize receipts from students regarding funding from consortia projects
- Prepare detailed expense claims for Consortium exchange program
- Disseminate scholarship information to students for study abroad
- Direct students to internet resources on international exchange programs available
- Assist in planning social functions, special events such as International Food Fest, Year End Banquet, Ten Thousand Villages sale, Mock Refugee Camp, etc.
- Facilitate Risk Management waivers for International Student Mentorship Program activities and correspond with both mentors and mentees for these activities as directed
- Ensure payment arrangements for trips through the International Student Mentorship Program are registered with the finance office
- Assist in planning tours for international students
- Assist in facilitating visits of representatives from international institutions and agencies
- Book classrooms, meeting rooms and equipment for meetings, workshops, and seminars
- Ensure transcripts at the end of each term are received for outgoing students and sent out for incoming students
- Prepare and post notices for International and student-focused activities and arrange for posting of messages.
- Maintain and monitor records for request to work overtime, requests for leave and annual vacation for International Student Support staff
- Organize and track mass mail-out operations, as needed
- Deliver information to mailboxes as well as to other university departments and professors
- Design and create notices, brochures and posters for International Student Support Services and Programs initiatives
- Maintain and update FAQ fact sheets for partner institutions
- Maintain and update international student handbook
- Assist in the maintenance and updating of the International Student Support Services and Programs website
- Maintain inventory of student testimonials for departmental marketing
- Maintain and update partner and student information in the myinternational Database

## **ADMINISTRATIVE SUPPORT**

**(15%)**

- Maintain the International Student Support Manager's schedule, prioritizing and scheduling on a daily basis and coordinating changes as required
- Schedule appointments and set up meetings with various groups as necessary
- Plan and prepare travel arrangements, conference registrations for the Manager as required
- Ensure urgent requests for international student supports are responded to immediately and brought to the attention of the Manager of International Student Support
- Provide secretarial support; including drafting, typing and proof reading acceptance letters, reports and memos
- Responsible for creating semester report templates for International Student Mentorship Program programming and referrals
- Responsible for creating yearly report templates for incoming exchange student feedback
- Ensure incoming exchange student who request courses within specialty fields (Nursing and Education) are flagged and to coordinate meetings with department heads for enrolment approval
- Set up test/exam special accommodations that need to be arranged for incoming exchange students (as needed)
- Maintain inventory of, and order office supplies, stationary, and equipment
- Request quotes and arrange hospitality services for meetings and special functions
- Maintain and update departmental filing and archiving system for incoming and outgoing student files
- Receive, obtain approval signature, scan and submit all timesheets for students and staff within International Student Support

## RECEPTION SERVICES

(10%)

- Greet students, faculty, staff and guests who arrive for appointments with the International Student Support and for other staff in the Student Development and Services Department
- Assist with the computerized scheduling of appointments
- Ensure students receive and complete the appropriate intake form(s) for the services they are seeking
- Provide temporary coverage and support for reception services when the other SDS secretaries are not available
- Assist in maintaining a welcoming, responsive, and respectful office environment for employees and students
- Lock and unlock the main department doors in the morning and end of academic day.
- Responsible for opening, sorting, date stamping and distributing mail for Student Development and Services, including confidential mail

Any other duties as assigned

## QUALIFICATIONS:

**EDUCATION:** Two-year office administration diploma from a recognized college, combined with one year of relevant work experience, preferably in a post-secondary setting.

*Training and/or experience may be substituted for formal academic training at the discretion of the University.*

## TRAINING, EXPERIENCE, KNOWLEDGE & SKILLS REQUIRED

- One year of relevant work experience
- Clockwork, Datatel, SharePoint, MyInternational Database
- MS Office Suite (Word, Excel, PowerPoint, Publisher, Access)
- Ability to protect the confidentiality of verbal and written communication concerning students
- Excellent customer service, adaptability and problem-solving skills
- Ability to work with minimal supervision
- Knowledge of International Exchange Agreements
- Knowledge of the campus and functions of other university departments
- Excellent written and oral communication skills
- Excellent interpersonal and organization skills
- Excellent computer skills
- Excellent knowledge of world geography
- Ability of move/merge and import/export data files among software packages and systems
- Ability to work under pressure
- Ability to speak a second language would be an asset
- Tact, initiative, diplomacy, sensitive to needs of those presenting with disabilities
- Ability to organize workload according to various requests in a deadline-oriented environment
- Ability to work in an open-office concept with ongoing interruptions
- Knowledge of brochure layout, production and design
- Knowledge of Accessibility for Ontarians with Disabilities Act (AODA) and Personal Information Protection and Electronic Documents Act (PIPEDA)
- Knowledge of services available to students from both internal and external sources
- Knowledge of assistive technology used by persons with a disability

**RELATIONSHIPS/CONTACTS:**

**Supervised by:** Manager, International Student Support & Community Liaison

**Internal contacts:** Faculty, staff and students

**External contacts:**

- General Public
- Official visitors such as representatives from other universities
- Insurance Companies
- Health care providers
- Government agencies such as Immigration, Refugee and Citizenship Canada (IRCC), H.R.D.C.
- Travel agencies, airlines, bus and train companies
- Parents
- International Exchange Partners
- Catering services
- Canadore Staff
- Non-Profit organizations

**MATERIALS UTILIZED:**

- General Office Equipment

**PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:**

- Ability to respond to deadlines and work under pressure
- Mental and visual concentration
- Light to moderate demands
- Open office noise
- Frequent interruptions
- Shared work station
- Confidential Setting

I have read my position description and it has been reviewed with my supervisor. I understand what my duties and responsibilities are, and I will carry out all of my responsibilities as herein described.

\_\_\_\_\_  
Employee Name (please print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

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**Approvals**

Supervisor

Date

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Assistant VP, Human Resources & Equity, Diversity & Inclusion

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Date