

Nipissing University
JOB DESCRIPTION

JOB TITLE:	Secretary, International Student Support
DEPARTMENT:	International Student Support
CLASSIFICATION:	Secretary B
WAGE GRADE:	WG 30
SUPERVISOR:	Manager, International Student Support & Community Liaison

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 and all secretarial support required for effective and efficient operation of the International Student Support department as well as front desk operations within Student Development and Services. Responsibilities include: acting as a primary point of contact for international student support at Nipissing, preparing and maintaining files, maintaining resources, 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 students
- Respond to walk-in, email and telephone enquiries about international student supports at Nipissing University
- Establish and maintain student files relating to international students
- Collect and maintain immigration documentation for international students
- Responsible for updating and tracking records for active international degree seeking students year over year
- Maintain up-to-date resource library 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 agencies and community partners as required
- Establish and maintain a database of international 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 workshops for students
- 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 student supports and community partners
- Book classrooms, meeting rooms and equipment for meetings, workshops, and seminars
- 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 community partners
- 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 and community relations
- Maintain and update student records and tracking and administrative functions
- Prepare and proofread confidential reports and correspondence
- Design labels, charts, forms, posters, invitations, overheads, Power point presentations etc. when required

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 student feedback
- Set up test/exam special accommodations that need to be arranged for international 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 international student supports
- 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
- 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
- Book classrooms, Wellness Room, meeting rooms and equipment for meetings, workshops and seminars, both on campus and in the community

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

Assistant VP, Human Resources & Equity, Diversity & Inclusion

Date