

Nipissing University

JOB DESCRIPTION

JOB TITLE: International Recruitment & Admissions Coordinator

DEPARTMENT: Registrar's Office

CLASSIFICATION: Coordinator C

WAGE GRADE: WG 70

EMPLOYMENT DEFINITION (STATUS): Full-time Support

SUPERVISOR: International Recruitment Manager

SUMMARY OF FUNCTIONS:

Reporting to the International Recruitment Manager, the International Recruitment & Admissions Coordinator is responsible for representing Nipissing University in international recruitment and admissions to prospective students, parents, supporters, agents and other influencers.

In collaboration with the Manager, the coordinator will assist with the development, implementation, and assessment of Nipissing University's international recruitment strategy. The coordinator will also assist the Manager with the design and execution of international recruitment activities, marketing materials, agency management, and market development.

The coordinator will provide clerical support with international admission processes, advise prospective students and agents on the University and the admission process, assist with assessing students for admission and preparing reports, and create promotional materials and admission offers.

This position may involve travel, both domestic and international, though the year and the hours of work may rotate and be flexible depending on the needs of the department. The coordinator will be notified in advance of any changes to the regularly scheduled shifts as outlined in Article 22.02 of the collective agreement.

DUTIES AND RESPONSIBILITIES:

International Admission Support

(50%)

- Respond to all admission inquiries in a professional, accurate and efficient manner
- Assist in advising prospective students and agents on the university application process, and admission requirements and provide specific feedback as required
- Provide administrative support with international admission processes, ensuring that applications received are accurate in IAS OCAS.
- Import and/or manually accurately enter information into Ellucian, verifying that all documents received in support of applications are accurate and authentic
- Communicate with applicants if further information or clarification is required and, evaluate international application academic credentials and eligibility for admission to the university
- Provide guidance to all applicants who do not meet the conditions of their offer of admission to determine the appropriate course of action
- Assist in creating and editing communication pieces associated with the admission process (such as acknowledgement letters, offers letters, applicant emails, refusal letters, deferral letters, and pending letters)
- Ensure admission decisions are sent in a timely manner to meet the needs of the students, agent agreements and visa processing timelines

International Recruitment

(30%)

- Plan, coordinate and implement international recruitment activities that highlight Nipissing University's programs to positively influence international prospective students and Nipissing University's recruitment and retention goals in collaboration with the Manager
 - Maintain thorough knowledge of Nipissing University programs, admission procedures, facilities, student services and unique selling points
 - Assist prospective students, applicants, and their families to provide high quality advising on University's admission requirements, academic programs, and school life
 - Communicate regularly with education counsellors to provide high quality advising on University's admission requirements, academic programs, and school life
 - Deliver information sessions/ workshops abroad to various large audiences including prospective students, parents, influencers and agents and participate in individual conversations with students and their parents/guardians
 - Contribute to the development and updating of international recruitment materials, including but not limited to website, viewbooks, videos and social media
 - Track all leads using our database and produce reports to various internal stakeholders.
 - Analyze and remain current with developing trends in international recruitment
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- In collaboration with the Manager, develop international recruitment proposals that continue to grow our current markets and expand into new markets
 - Understand the factors and share insights with internal partners (as appropriate) that impact student mobility; political, visa requirements, economic, social and environmental factors
 - Assist in the preparation and coordination of the budget
 - In collaboration with the international team, design and develop alternative methods of delivering pre-departure sessions and deliver the information virtually / on site
 - Responsible for travel arrangements associated with international recruitment which may involve extensive international travel
 - Participate in pursuing, developing, and implanting additional activities in support of Nipissing University's international recruitment strategy

Liaison with Recruitment Agencies

(20%)

- Maintain continuous liaison with partner international recruitment agencies on a regular basis to ensure reciprocity balancing of our bi-lateral activities
- Deliver training sessions by country/region as needed (online/in person) and frequently communicate with them to provide high-quality advice on the University's admission requirements, academic programs, and school life
- Assist with evaluating and negotiating renewals of existing agent agreements
- Assist with negotiating details of new agent agreements with new partners in consultation with the Manager
- Assist in building Nipissing University's presence and reputation abroad
- Represent Nipissing University at provincial and national conferences and seminars as determined with Manager

Any other duties as assigned.

QUALIFICATIONS:

Education: An undergraduate degree in a related discipline is required.

Training and/or experience may be substituted for formal academic training

Training, Experience, Knowledge & Skills Required:

- Minimum two years' experience in admissions, (assessing applications and providing admission decisions) and in international recruitment (experience in LATAM, China, Vietnam and Philippines markets considered an asset)
- Must be fluent (oral and written) in English, an ability to communicate in additional languages is considered an asset
- Experience working in a multi-cultural environment
- Experience working with international populations and understanding of issues and barriers facing international students and intercultural communication
- Previous experience or involvement in a Canadian post-secondary environment
- Experience working with online database systems, student information systems and software applications (i.e. Windows, Internet applications, Datatel)
- A valid driver's license is preferred
- Excellent interpersonal, organizational, problem-solving, communication (oral and written), interview, group facilitation and cross-cultural relationship skills
- Ability to exercise mature judgment, initiative, diplomacy and tact, with intercultural sensitivity
- Excellent presentation, mentorship and leadership skills
- Understanding of adult learning and training principles
- Ability to liaise with students, faculty and colleagues
- Knowledge of study and travel work permit requirements'
- Knowledge of immigration/citizenship policies and procedures
- Ability to adapt to shifting priorities and deadlines and respond to several simultaneous demands
- Knowledge of student academic and registrar processes
- Must have or be able to obtain a valid passport for travel

RELATIONSHIPS/CONTACTS:

Supervised by: International Recruitment Manager

Internal Contacts: Faculty, staff, and students

External Contacts:

- Various government, Trade Commissioners & international education agencies
- Group and Travel Insurance agencies
- Prospective students/applicants
- Parents, family members and supporters of prospective students
- International partners and agents

MATERIALS UTILIZED:

- General Office Equipment
- Nipissing recruitment materials (student guides, college transfer guides, academic calendar, website, videos, photography, social media)
- Computer Telephone, Photocopier, Smartphone, Tablet, GPS Unit
- Software: Microsoft Office, Customer Relationship Management System (Hobsons' Connect CRM), Ellucian, IAS OCAS, Internet, email, etc.

- Citizenship and Immigration Canada policies and manuals
- Automobile (rental)
- University issued credit card

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS

- Standing, sitting, walking and light lifting
- Visual and mental concentration
- Heavier lifting required occasionally
- Frequent interruptions and conflicting deadlines
- Flexible work schedule required (evening and week-end work required regularly to meet programming needs)
- The hours of work may rotate and be flexible
- Availability to travel occasionally, pending budgetary approval throughout the year

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

Employee Name (please print)

Employee

Date

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Approvals

Supervisor

Date

Human Resources

Date