



Student Services Coordinator, Fraser International College, Burnaby, British Columbia

Full time, ongoing

Fraser International College is part of a diversified global education provider that offers an extensive range of educational services for students and professionals including university programs, language training, workforce education and student recruitment.

Fraser International College (FIC), in partnership with Simon Fraser University, offers university pathway programs to international students and is based on the campus of Simon Fraser University in Burnaby.

We currently have an opening for a self-motivated, highly organized and capable individual to work as the Student Services Coordinator within our team.

Interested candidates should apply prior to the closing date of January 20, 2014. Applications should be sent to hr@fraseric.ca

The Student Services Coordinator assists the Senior Academic Manager to efficiently and effectively manage operations of the Academic Department in the delivery of FIC's academic and student welfare programs.

This role encompasses advising and incorporates responsibilities for student academic needs and quality assurance throughout the academic program.

Essential

1. A degree in a relevant field from a recognized university.
2. Experience in a higher education environment.
3. Demonstrated leadership and coordination skills in the capacity to manage all functions of a busy office.
4. Demonstrated high-level interpersonal, communication and negotiation skills, with demonstrated ability to deal with confidential and sensitive matters.
5. Demonstrated written communication skills that enable the appointee to compile, present and disseminate reports and submissions.
6. Ability to organize and prioritise multiple issues/tasks of varying priorities.
7. Sound knowledge of equal opportunity, equity and workplace health and safety principles and ability to implement them at the strategic and/or operational level.
8. Demonstrated ability to work in a team environment.
9. Demonstrated commitment to continuous quality assurance.
10. Extensive experience managing student led programming and events specifically in terms of transition services.
11. Strong computer skills

What we offer

An attractive remuneration package will be negotiated with the successful candidate. The Navitas Group offers outstanding long-term career opportunities within Canada and abroad, and is values driven and an equal opportunity employer.

Enquiries and applications, including a cover letter and resume, should be sent to hr@fraseric.ca. Applications close at 5pm on January 20, 2014.

Date Prepared: Jan 2014



POSITION DESCRIPTION

POSITION TITLE:	Student Services Coordinator
FULL OR PART-TIME:	Full Time
SUPERVISOR:	Senior Academic Manager
PERMANENT/CASUAL:	Permanent
NO. SUBORDINATE STAFF:	2

Position Purpose:

The Student Services Coordinator assists the Senior Academic Manager to efficiently and effectively manage operations of the Academic Department in the delivery of FIC's academic and student welfare programs.

This role encompasses advising and incorporates responsibilities for student academic needs and quality assurance throughout the academic program.

DUTIES:

1. Assist the Senior Academic Manager in all areas of the academic unit, ensuring students have a smooth transition into the College and the University. This includes one to one student advising.
2. Engage in one to one advising of FIC students.
3. Facilitate a customer-focused culture, ensuring services, facilities and the experience of the student is a positive one to prepare students for their university experience.
4. Assist in the management of the Academic Department, including
 - a. Day-to-day management of Student Advisors
 - b. Monitoring of performance of Student Advisors
5. Develop programs to advise and provide assistance to students in ensuring access to appropriate support, referral and advocacy services, including implementation and management of existing student led programming and related activities, focussing on student diversity and engagement.
6. Assist the Senior Academic Manager in developing continuous quality assurance policies and procedures for the delivery of programs.
7. Liaise with SFU personnel with respect to student services and access to resources and facilities

8. Focus on strategic growth in areas that support student welfare including relationship building with community services.
 9. Manage student enrolment processes, liaising with necessary staff members to ensure a smooth enrolment period for new and returning students.
 10. Assist the Senior Academic Manager with preparation of timetables
 11. Assist the Senior Academic Manager with preparing internal and Head Office Reports
 12. Other duties as required.
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SELECTION CRITERIA:

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17. Ability to organize and prioritise multiple issues/tasks of varying priorities.
18. Sound knowledge of equal opportunity, equity and workplace health and safety principles and ability to implement them at the strategic and/or operational level.
19. Demonstrated ability to work in a team environment.
20. Demonstrated commitment to continuous quality assurance.
21. Extensive experience managing student led programming and events specifically in terms of transition services.
22. Strong computer skills

Desirable:

1. Exposure to the academic needs and requirements of international students.
2. Experience in a multicultural environment.