

Posting Preview

Position Information

Competition Number	14105
Position Title	Divisional/Departmental Assistant I (Re-Post)
Classification	Staff
Department	Centre for International Experience
Multiple Departments	
Position Status	Regular Full-Time
Employment Group	Staff
Location	North Vancouver
Nature and Scope of Work	<p>This is administrative, clerical and reception work in support of the priorities of Centre for International Experience. The incumbent in this position is primarily responsible for assisting in the day-to-day operations and for performing support tasks for the area. Duties include providing customer service to students, faculty and the general public; and providing general clerical support services to the Centre including processing international student applications; providing support for marketing, recruitment, student activities, agent processing and other general clerical duties necessary for the smooth operation of the department. The incumbent reports to the Manager, Centre for International Experience and supports the work of more senior staff within the department.</p>
Key Responsibilities	<ul style="list-style-type: none"> - Facilitates communication and arrangements between the university and potential students, current students, and faculty. Assists in the recruitment and retention of international students and the promotion of activities. This includes answering enquiries on programs, registration, and admissions requirements; referring people to other campus services; preparing basic brochure or flyer information; uploading information to a web page; and coordinating mailings. - Assists with admission and registration by creating, maintaining and tracking student files in both paper and electronic database forms; arranging for student testing, assessments, interviews, and auditions; providing students with procedural information and assisting them with completing forms; communicating with Enrolment Services to investigate and resolve problems; and using the student registration system to track admissions. - Arranges and attends department and committee meetings, including preparing agendas and taking minutes. - Participates in the planning and implementation of special events and information sessions. - Organizes updates and maintains computerized departmental records including databases and spreadsheets and the website. Some of the key databases include the prospective student database, counsellor contacts

& government contacts databases.

- Provides administrative financial support by preparing expense claims, coding and submitting approved invoices, and requesting invoices upon request on behalf of the department.

- Tracks student visa information and notifies them of their visa expiry dates. Provides information for students to complete forms relating to study and work permits, temporary resident visas, and US visas.

- Undertakes updates of the department's website, creates and updates fillable PDF forms and supports the department using basic software systems used by the university.

- Maintains a database of agents that have agreements with the University. Responds to enquiries from agents and submits payment for them to Financial Services.

- Maintains organized filing system for departmental records; maintains equipment and supplies, contacting service vendors when necessary.

- Thorough knowledge of the regulations, policies and procedures governing an international student office.

- Thorough knowledge of Microsoft software including Word and PowerPoint.

- Considerable knowledge of spreadsheet, database and PDF applications.

- Considerable knowledge of Banner or another automated student record system, and the ability and interest in learning new applications.

- Considerable knowledge of web posting, bulletin board, and other social media applications and the ability to upgrade and learn new applications.

- Considerable knowledge of University policy and procedure governing admissions, registration and financial services at Capilano University or a similar institution.

Required Knowledge, Skills & Abilities

- Considerable knowledge of office practices and equipment.

- Considerable knowledge of recruitment and retention needs within an international student office.

- Ability to speak, understand, read and write English fluently, at a native level.

- Ability to understand and follow oral and written instructions, and communicate information effectively, both orally and in writing.

- Ability to provide a high level of customer service to students, parents, staff, faculty, high school counsellors, agents, and other internal and external contacts.

- Ability to prioritize, multitask, apply organization skills to meet deadlines, and work with minimal supervision.

- Ability to thrive in a fast-paced and entrepreneurial work environment.

	<ul style="list-style-type: none"> - Ability to act with cross-cultural sensitivity. - Ability to adapt to changing situations. - Ability to maintain attention to detail with constant interruption. - Ability to establish and maintain effective working relationships with, and provide customer service to, a diverse group of other employees, students and the general public. - Ability to maintain confidentiality. - Ability to establish and maintain administrative procedures. - Skill in keyboarding to 50 wpm.
Required Qualifications & Experience	<ul style="list-style-type: none"> - Completion of one year (approximately 30 credits) of post-secondary education in applied business technology or business administration. - Two years of directly related administrative support experience, including experience in an educational setting with significant student contact. - Fluency in speaking, listening and writing in one of the following languages; Russian, Spanish, Portuguese or Mandarin.
Required Licenses, Certificates & Registration	- None.
Additional Information	
Internal or External Position	This is a Staff/Admin position
Appointment Date	ASAP
Appointment End Date (if temporary)	
Days and Hours of Work	Monday to Friday, 8:30am - 4:00pm
Bridge Period (if applicable)	
Pay Group	14
Salary Range	\$3,257 to \$3,663 per month, based on 35 hours a week.
Workload Amount (Number of Sections)	N/A
Union	COPE
Application Types Accepted	General Application
Position Number	S99788
Posting Date	09-18-2014
Closing Date	09-25-2014
Special Terms and Instructions	<p>Capilano University is an equal opportunity employer; this competition is open to both male and female applicants.</p> <p><u>Please apply online here: jobs-capilano.peopleadmin.com/applicants/Central?quickFind=50871</u></p>

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