#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** International Student Advisor

**Job Number:** A-210 | VIP: 1425

**Band:** OPSEU- 9

**NOC:** 1221

**Department:** Trent International

**Supervisor Title:** Global Engagement Manager

**Last Reviewed:**  March 1, 2017

#### **Job Purpose:**

Reporting to the Global Engagement Manager, with responsibilities toward the Manager of International Recruitment and the Manager of Trent ESL, the International Student Advisor (ISA) will be the primary resource for international students for immigration, legal, cultural transitions and academic advising. The ISA will revise orientation and transition programming and implement that programming for each entering class of Trent International (TI) students. Working as a part of the Trent International and Trent ESL team, the ISA will have the lead role in ensuring the continuing vitality of TI Orientation (TIO) and other orientation and retention support services. The ISA ensures student success and retention through outstanding customer service and strong transition programming.

#### Key Activities:

**Immigration Advising**

1. Advises international students on Immigration, Refugees and Citizenship Canada (IRCC) guidelines, including entry to Canada, various types of work permits, and taxation issues for foreign nationals.
2. Provides timely assistance and advice on matters such as study permits, work permits, temporary residence Visa applications, post-graduation work permits and filing Canadian income tax returns.
3. Identifies and interprets immigration laws to assist in resolving complex and/or complicated immigration cases.
4. Advocates for students, when required, liaising with government departments on difficult individual student cases.
5. Advises on and assists students with Visa and study permit applications and immigration matters for students going to other countries (i.e. international exchanges and internships).
6. Advises on international and external bursaries and scholarships, including emergency funds, or other means of student assistance.
7. Offers workshops on a regular basis on immigration issues, or culture in the Canadian workplace.
8. Offers advice and resources on moving off-campus, travelling during Reading Week and holidays, etc.
9. Assists in the maintenance and monitoring of a list of domestic students abroad and offers advice on travel issues, advisories, required visas, etc.

**Academic Advising**

1. Monitors degree requirements and program choices/schedules, student interests, previous international educational experience (articulations, transfer credits), current academic standing, finances and employment needs.
2. Assists students in developing knowledge, capability and self-reliance related to their educational pathways and choices (offer assistance in selecting and dropping classes, etc.).
3. Liaises with Academic Advisors to ensure a seamless, holistic and culturally-sensitive approach.
4. Monitors student enrolment status and records.
5. Assists students in their understanding of academic regulations, policies and requirements.
6. Advises students regarding issues of academic integrity.
7. Monitors individualized study programs and assists students in preparing the submission of their program for approval.
8. Maintains a tracking system for individual student academic progress and advice provided.
9. Consults with the Associate Vice President, Trent International, department chairs and faculty, as required.

**Orientation/Programming**

1. Analyzes, revises and plans orientation and other programming for international students.
2. Consults, reviews and integrates feedback from previous orientations and research regarding other universities’ practices. Develops and updates orientation program, as appropriate.
3. Develops lesson plans and assembles materials for implementation of future orientation and student programming sessions.
4. Provides leadership within TI teams for orientation programming.
5. Hires, trains and supports a team of student volunteers to implement orientation programming.
6. Works collaboratively with all sectors of the university and the external community to develop, integrate and systematize international student programming.

#### Education Required:

1. Master’s Degree.
2. Certification as an Immigration Professional (Registered Canadian Immigration Consultant (RCIC) or Registered International Student Immigration Advisor (RISIA)).

#### Experience/Qualifications Required:

1. Minimum three years’ international student and academic advising experience.
2. Outstanding customer service skills.
3. Outstanding teaching/presentation skills and experience; experience integrating learning strategies for a broad spectrum of learners.
4. Outstanding cross-cultural communication skills.
5. Fluency in a language other than English.
6. Experience living abroad and/or studying abroad.
7. Demonstrated proficiency with MS Office suite of programs (Word, PowerPoint, Excel), as well as web-based communications and social networking tools for advising/teaching, and with Datatel, Clockwork, ORBIS systems.
8. Demonstrated ability to work effectively in diverse team environments.
9. Experience/familiarity with TI and Trent community preferred.
10. Must be able to work evenings and weekends (overnight). (TIO takes place on the Labour Day weekend and in early January).

#### Supervision:

* Supervise and direct the activities of student employees and volunteers