#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** International Administrative Assistant

**Job Number:** SO-464 | VIP: 1753

**Band:** 6

**Department:** Trent International

**Supervisor Title:** International Operations Manager

**Last Reviewed:**  June 28, 2022

#### **Job Purpose:**

Reporting to the International Operations Manager, the International Administrative Assistant provides administrative, communication, and student support. Specifically, they support the work of the Associate Vice-President, International, the Global Engagement staff, and international recruitment team by being a first-point-of-contact with international students needing assistance.

This position works closely with Trent International management to administer the international scholarship portfolio. They also train, schedule, and supervise a team of student staff who work at the front desk, and lead special administrative projects as required by the AVP International. An key portion of this role is to support incoming international student in preparing their Safe Arrival Plan and ensuring that they meet current entry requirements.

#### Key Activities:

##### Front Reception & General Office Administration

* Train, schedule, and oversee front desk student staff.
* First point of contact for student, staff, faculty, and community members seeking information or support form Trent International.
* Possess a thorough knowledge of Trent University’s important dates, course registration processes, admission cycle and processes, and common international student needs.
* Provide back up to front reception and general office duties as required.
* Assists and/or redirects students as required.
* Responsible for general office duties, including filing, shipping, printing, etc as required.
* Communicate professionally and refer issues to colleagues when required.

##### Administrative Support

* Provides administrative support to Associate Vice-President, International, Director, Trent International, Global Engagement Manager, and International Operations Manager.
* Responsible for document management and retention; develops, manages, and maintains paper and electronic filing systems specific to Trent International needs as required.
* Prepare packages for international shipping.
* Administers the International Scholarship portfolio, tracking applicants, liaising with the assessment committee, sending offers, tracking accepts, and reporting on results.

##### Committee & Event Support

* Supports Management team in hosting visiting guests and delegations.
* Books rooms, orders supplies, and ensures that expenses are reconciled in a timely manner.
* Takes and circulates meeting minutes periodically.

##### Academic Support

* Works closely with the International Student Advisor and the Global Engagement Manager to support the safe arrival of international students.
* Understands current national entry requirement and public health guidelines pertaining to COVID-19 and other international events relevant to Trent’s international students.
* Monitors Trent’s Safe Arrival Plan submissions, assesses students’ plans, and communicates with students as needed
* Tracks submissions, arrival dates, and quarantine status of incoming students
* Provides regular updates to TI management team on numbers and nature of Safe Arrival Plans.

#### Education Required:

* Honours Bachelor’s Degree (4 year).
* Preference given to applicants with a background in Education.

#### Experience/Qualifications Required:

* Two (2) years of administrative experience.
* Two (2) years experience supporting students.
* A solid understanding of the unique issued faced by international students.
* Expertise in the use of standard word-processing and spreadsheet applications including Word and Excel, demonstrated ability to master new computer platforms.
* Excellent organizational skills and problem-solving skills with strong attention to detail.
* Maturity, good judgement, tact, and the ability to maintain confidentiality.
* Ability to work accurately in stressful conditions with multiple demands, tight deadlines, and changing priorities.