#### Trent University LogoEXEMPT JOB DESCRIPTION

**Job Title:** International Operations Manager

**Job Number:** X-449 | VIP: 1915

**Band:** EXEMPT- 6

**Department:** Trent International

**Supervisor Title:** Associate Vice-President, International

**Last Reviewed:**  June 7, 2023

#### **Job Purpose:**

Reporting to and under the direction of the Associate Vice-President, International, the International Operations Manager coordinates ongoing departmental operations, proactively identifies and manages on-demand projects in advance of the rapidly evolving international education landscape.

This position supervises the position of UHIP Administrator, International Financial Clerk, International Administrative Assistant (front desk) and co-op students.

The position supports Trent International Recruitment Team to achieve international enrolment targets and supports the Global Engagement Team to implement international student support and retention initiatives.

The incumbent is expected to drive improvements and efficiencies in systems, processes, and workflows within Trent International department and in coordination with Trent campus services and departments.

The position has a university-wide mandate and is based at the Peterborough Campus, with occasional travels to Durham campus and other destinations as business needs arise. The position requires regular interpersonal interactions and collaboration with departments at the Peterborough Campus, the Durham Campus, and external partners.

The ideal candidate will be a data-driven, proactive, strategic planner, demonstrating international education industry knowledge and experience, with the ability to work independently and in collaboration with cross-functional teams to ensure appropriate systems, processes, and tools are in place for Trent International team members to function effectively and meet the objective of their roles.

#### Key Activities:

##### Project Coordination in International Recruitment

Under the direction of the Director, International:

1. Conduct ongoing, in-depth research on global higher-education trends and market analysis with the objectives to:
   1. identify target markets for international activities including alignment between Trent’s academic programming and demand in target markets.
   2. help develop long-term international enrolment strategy and
   3. inform decisions on annual recruitment plans and efforts.
2. Research activities include collecting and analyzing data, evaluating functionality of various admissions platforms, drawing key insights from all sources of information, and providing recommendations to Director, International.
3. Support and coordinate workflow with International Recruitment Managers, Recruiters, and Enrolment Advisors on the annual international recruitment cycle plans and activities to ensure the enrolment management goals of the university at large are met.
4. Work with and support International Marketing & Communications Coordinator on printed and digital marketing material purchasing, shipping, and delivery.
5. Maintain in-depth knowledge of Trent University admission requirements as part of the recruitment project management process, including an understanding of English proficiency requirements.
6. Maintain and improve international Customer Relationship Management (CRM) system to ensure system access and training for staff and that the CRM produces reliable results. The CRM may include contacts of agents, language schools, high schools, universities, corporations, and government agencies for full-degree programs, joint-degree programs, short-term academic programs, short-term English language programs, and other collaborative opportunities.
7. Support and work with International Financial Clerk to ensure international recruitment invoices and agent commissions are tracked and paid in a timely and professional manner.
8. Coordinate incoming visits to Trent University on campus by planning delegations and hosting visits by agents, embassy officials, educational institutions, and other relevant bodies, including the arrangement of appropriate faculty and administrators for these events.
9. Coordinate and participate in Trent University recruitment meetings and trainings, including gathering extensive knowledge of the university, public speaking, and presentation practice, and gaining extensive knowledge of the admission practices and procedures at the ESL, undergraduate and graduate levels.

##### Project Management in International Student Support & Retention

Under the director of the Global Engagement Manager:

1. Ensure Trent International scholarships/awards, bursaries, and other student financial aid programs are executed in a timely manner.
2. Collaborates with Financial Aid and Financial Service departments to maintain Award Codes and AR Codes for international student account transaction posting.
3. Ensure international financial aid entries and changes are processed and posted to students’ account in a timely manner.
4. Maintains and updates master data for international scholarship/award renewal commitments.
5. Coordinates with Advancement Office to exchange and update confidential information relating to donor-supported endowment account and annual reports to donors.
6. Train and support International Financial Clerk and International Administrative Assistant on workflow and technical updates related to international student financial aid processing.
7. Serve as a back-up international student support staff on UHIP administration.
8. Mentor student staff at Trent International office and participate in new employee orientation, onboarding, and on-the-job training.

##### Departmental Budget & Financial Management

Under the direction of the Associate Vice-President, International:

1. Maintains and provides financial analytics and budget models for projects to AVP, International, adhering to strict confidentiality and employing a high degree of discretion, tact, and judgement.
2. Forecasts expenditures, reviews monthly budget statements.
3. Coordinates set up and change of accounts, delegation of signing authority, and financial statement recipients.
4. Oversees effective management of TI budget, with 8 index codes for the following operating/ancillary/trust accounts:
5. International Operating
6. International Student Aids and Awards
7. International Student Support Fund
8. Exchange Program (Study Abroad)
9. International Orientation/Programming
10. ESL (Core and Short-term Groups)
11. International Recruitment
12. International Agent Fees
13. Provides analysis of budget status of projects within Trent International.
14. Prepares documents for annual departmental budget presentation, budget adjustment, year-end budget report, and carry-forward requests.
15. Processes Trent International purchasing, payments, deposits, expenses, and revenues in accordance with University and Purchasing/Financial policies and procedures.
16. Manage relationships with vendors, service providers, ensuring invoices are accurate and paid.
17. Tracks and reconciles monthly expenditures for budgeting and monitoring purposes.
18. Initiates transfer requests between operating accounts and other departmental transfers; follows-up on discrepancies and unpaid invoice as required.
19. Coordinates departmental funding and student job funding applications for TI, such as TWSP (Trent Work Study Program), TSWEP (Trent Summer Work Experience Program), SEO (Summer Employment Opportunity) and other funded positions.
20. Administers Trent International Job Subsidy Program by engaging with employers, assessing employer applications, verifying student employment, processing reimbursement, and responding to inquiries from both employers and student employees.

##### Project Management on-demand

Under the direction of the Associate Vice-President, International:

1. Initiate projects to support Trent’s internationalization strategy by planning, researching, analyzing data, drawing key insights, and presenting results.
2. Conducts surveys and prepares reports based on situational research and presents findings to the management team.
3. Develops an action plan to monitor and track progress for project completion within budget and within scope.
4. Identify project stakeholders and manage their expectations.
5. Set project timeline, assign responsibilities, summarize progress of project.
6. Undertake corrective measures to ensure project success.
7. Prepare reports for upper management regarding status of project.
8. Document project activities, lessons learned, and goals achieved.
9. Collaborates with on-campus departments to maintain services and represent Trent International
10. Represent Trent International at the student-run WUSC at Trent Local Committee to support Student Refugee Program (SRP) operation and initiatives and acts as the liaison with WUSC Canada in Ottawa.

#### Education Required:

* Honours Bachelor’s Degree (4 year).
* Additional certificates in Accounting, Project Management, Operations Management, Business Administration, Information Technology preferred.

#### Experience/Qualifications Required:

1. Two (2) to three (3) years of related experience in higher education.
2. Strong project management capabilities.
3. Practical proficiency in using software programs such as Microsoft Office suite or equivalent software required.
4. Understanding of budgeting procedures, bookkeeping, and data analysis methodology required.
5. General financial accounting, management accounting and budgeting experience required.
6. Excellent customer relations, interpersonal, cross-cultural, and communication skills.
7. Fluency in a second language preferred.
8. Report and procedure writing skills.
9. Demonstrated experience with strong digital, technology and IT literacy.
10. Excellent analytical reasoning, critical thinking, and problem-solving skills.
11. Meticulous attention to numerical and contextual detail.
12. Ability to prioritize competing job requirements effectively, to ensure deadlines met.
13. Ability to exercise judgment and confidentiality to handle sensitive data.
14. Ability to work independently and as a team player.
15. Aptitudes in anticipating needs, managing multiple projects, performing research, and managing records.
16. Ability to work cooperatively in a variety of settings, exercising tact, diplomacy and patience, often in stressful situations.
17. Experience working with and supervising students considered an asset.
18. Experience working in an academic environment within a leadership team considered an asset.
19. Proven experience using complex institutional Enterprise Resources Planning (ERP) system would be an asset.
20. Must be available to work some evenings and weekends as required.