

## POSITION DESCRIPTION FORM (PDF)

Choose an item. **Part-time Support Staff**

**Position Title:** International Student Services Assistant

**Position Number:** [Click here to enter text.](#) **Pay Band:** 8

**Reports To:** Tracey McConnery, Manager, English Programs and International Student Services

**Appointment Type:** Other-details at right. **"Other" Hours Details:**

**Scheduled Weekly Hours (maximum 24 hours per week):** 24 hours per week

**PDF Completed By (Manager Name):** Tracey McConnery

**Effective Date:** July 21, 2022 **Last Revision:** July 21, 2022

### SIGNATURES

**Incumbent:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*(indicates incumbent has read and understood the Position Description Form details)*

**Supervisor:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*(indicates the supervisor has authorized and assigned the duties & responsibilities in the PDF)*

**NOTE:** Please return the original PDF to HR Operations (Michelle Bozec) as soon as it has been signed. Thank you.

## PART ONE:

### POSITION SUMMARY

Reporting to the Manager, International Student Services and English Programs, this role is based at the Frost campus and works with the International Student Services team, focusing on enhancing the service experience of international students and ensuring effective supports are in place, contributing to the retention and success of international students.

The incumbent works with the International Student Services team to assist with international student orientation, arrival services, international student receptions and cultural celebrations, immigration workshops and information sessions, field trips and other identified programming within International Student Services.

### KEY DUTIES & RESPONSIBILITIES

Indicate as clearly as possible the significant duties and responsibilities associated with the position. Indicate the approximate percentage of time for each duty. Keep sentences short, simple and to the point. *TIP: Describe major clusters of functional work rather than detailed individual work routines and procedures.* Do not use allocations of less than 5%.

	Summary Details	Percentage %
1	<p>Programming Assistance</p> <ul style="list-style-type: none"><li>assists with programming for international students, such as welcome receptions, cultural celebrations, workshops, field trips, international kitchens and peer mentoring activities</li><li>assists with college functions associated with international students such as training, meetings, and recognition events</li></ul>	40%
2	<p>Service Coordination Assistance</p> <ul style="list-style-type: none"><li>provides front desk support for International Department</li><li>assists with International Orientations at both the Sutherland and Frost campuses</li><li>provides Arrival Services supports, including arranging airport pick-ups and short-term stay options for students</li><li>assists with logistics associated with International student hiring in accordance with the International Student Employment Plan and College procedures</li><li>assists with the coordination and administration of the international health insurance plan</li></ul>	30%
	Communications Assistance	15%

	Summary Details	Percentage %
3	<ul style="list-style-type: none"> <li>assists with creating, providing, and maintaining up-to-date communications, including web content design and maintenance of the International Student Services affinity site, weekly e-bulletins and e-communications, and updates to our social media sites, including Instagram, Facebook and Twitter.</li> <li>responds to emails in International Inbox and answers International department phone calls</li> </ul>	
4	<b>Advising Support</b> <ul style="list-style-type: none"> <li>helps plan and deliver supports and services for international students, assisting them in feeling supported and included both in the college and community</li> <li>works with International Student Advisors to support international students in such areas as pre- and post-arrival, housing, and accessing student supports and services.</li> </ul>	10%
6	<b>Other Duties As Assigned (<i>do not amend this section</i>)</b>	5%

To calculate the relative percentage of time allocated to each cluster of key duties & responsibilities, remember to consider the total amount of hours this part-time position will normally work in a year.

For example:

An RPT position which normally works 24 hours per week for 10 months of the year would have approximately 960 annual hours (24 hrs/wk x 4 wks/month x 10 months). If this position is estimated to spend 5 hours per week completing a cluster of work associated with organizing and maintaining business files, you would allocate 20% to this function calculated as (5 hrs/wk x 4 wks/month x 10 months) divided by 960.

## PART TWO:

### TRAINING & TECHNICAL SKILLS

Indicate the minimum level of independent studies, formal education, internal and/or external training programs including professional and technical or apprenticeship courses necessary to fulfill the requirements of this position.

**Formal Education Requirements:**

Completion of a two (2) year college diploma.

**Field(s) of Study:**

Business/Office Administration, Social Services, Community Development

**Other Vocational Certifications and/or Apprenticeships:**

[Click here to enter text.](#)

### EXPERIENCE

Specify the minimum number of months and/or years of practical experience in any related work necessary to fulfill the requirements of this position.

**Practical Work Experience:**

More than one year up to three years.

**Additional Skills & Abilities:**

Demonstrated experience working with new Canadians and people from diverse cultures; experience working with databases, word processing and spreadsheets; experience working independently; experience dealing with sensitive and confidential information

## PART THREE:

### COMPLEXITY

Describe the amount and **nature of analysis, problem-solving** and **reasoning** required to perform the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

#### Example #1

Task / Activity
Making Arrival services arrangements for new students
Description
As students or agents complete arrival services information via our online booking forms, the incumbent needs to analyze the data to ensure accuracy, make the accommodation and shuttle bookings through our partner agencies, and connect with the students to confirm the bookings. Furthermore, the incumbent must ensure that the students arrived in Canada on time, boarded their shuttle and checked into their accommodation. The incumbent also needs to follow up with students to do regular wellness checks while they are residing in their short-term accommodations.
If information is incorrect (phone numbers, flight numbers/arrival details, student numbers etc) the incumbent needs to problem solve to determine the issue.

#### Example #2

Task / Activity
Assisting a student who cannot access their health insurance card
Description
The incumbent needs to determine why the student can't access coverage. This includes, ensuring fees were paid, ensuring that student knows how to access the card, contacting the provider to see why the card was not issued.

#### Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

Is the work considered to be routine/non-routine?

Routine

How would you describe the complexity of the work?

Some duties are varied and complex.

Describe the business processes used by the position.  
Processes are different and unrelated.

## JUDGMENT

Describe the degree of independent judgment and problem-solving required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

### Example #1

Task / Activity A
Determining a student's needs and referring them to the appropriate department/resource for assistance.
Description
Often students arrive at the International Office and have difficulty articulating their concerns. This could be due to a language barrier or because the students are upset about a difficult issue they may be facing. The incumbent needs to communicate with the students to determine the problem. Depending on the situation, this could involve connecting the students with resources like an International Student Advisor, faculty, Counselling, the Registrar's Office, the Library, community supports etc. Compassion, empathy and understanding are necessary in order to be able to adequately understand the student's concerns.

### Example #2

Task / Activity
Description

### Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

The work duties typically require:

Breakdown facts or components of the problem situation to find a solution.

In determining a solution for problems, the incumbent has discretion to:

Choose from a range of existing options.

## MOTOR SKILLS

Describe the aspects of the position that require fine motor movements (delicate, intricate or precise) related to the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position Answer the questions listed below in the Key Considerations section.

### Example #1

Task / Activity Computer/Keyboarding
Description The incumbent regularly needs to respond to emails, create and input data into spreadsheets, and generate department reports.

### Example #2

Task / Activity
Description

### Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

When considering 'speed' of fine motor movements for this position:  
Speed is a secondary consideration.

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Computer/keyboarding	30%

## PHYSICAL DEMAND

Describe the degree of **physical demand** required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the type and duration of physical effort, the frequency, the strain from rapid and repetitive fine muscle movements or the use of larger muscle groups, lack of flexibility of movement, etc.

### Example #1

Task / Activity Lifting/Carrying
Description  The incumbent occasionally carries materials and supplies from one place to another (i.e. from the International Office to another area of the College for a department event.)

### Example #2

Task / Activity  Sitting/Standing at a Sit/Stand desk
Description The incumbent spends the majority of their day sitting or standing at the front desk of the International Department.

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Lifting and carrying	2%
Sitting/Standing	60%



## SENSORY DEMAND

Describe the degree of **sensory demand** required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the level/degree of concentration (visual, auditory, tactile, etc.). Answer the questions listed below in the Key Considerations section.

### Example #1

Task / Activity Visual Concentration
Description  The incumbent needs to focus on a computer screen for long periods of time in order to complete reporting and spreadsheets for the department. This includes arrival services documentation, and health insurance and the International Student Employment plan reporting.

### Example #2

Task / Activity Auditory Concentration
Description  The incumbent regularly meets with students and actively listens to their concerns in order to determine their needs. This activity requires focus and concentration as there are other events happening in the International Office at the same time.

### Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

How would you describe the requirement for attention to detail in this position?

Frequent/Regular

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Visual Concentration	40%
Auditory Concentration	40%

## STRAIN FROM WORK PRESSURES / DEMANDS / DEADLINES

Describe the degree of **work pressures** involved in performing the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the deadlines, interruptions, distractions, multiple or conflicting demands/workloads and dealing with people in difficult situations. Answer the questions listed below in the Key Considerations section.

### Example #1

Task / Activity Meeting students' needs
Description  The diversity of work and the wide range of student needs that the International Administrative Assistant sees in a day make this role challenging. There is strain from remaining positive, creative and adaptive when working with students who may be experiencing stress, anxiety, isolation and lack of family support/contact.

### Example #2

Task / Activity Meeting department deadlines
Description  There are deadlines that need to be met for organizing events, generating reports, and booking arrival services. There can be disruptions while completing these tasks as the incumbent provides front desk support at the same time.

### Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

How would you describe the workflow demands this position typically faces?  
Deadlines are tight OR may periodically change or conflict.

How would you describe the existence of critical deadlines in this role?  
Occasional critical deadlines.

How would you describe the level of interruptions this position faces?  
Interruptions are frequent and may be unpredictable.

Indicate the predictability of the strain and percentage of time required in each task discussed above.

Task	% of Time	Predictability*
Meeting Students' Needs	40%	NP (Not Predictable)
Meeting Department Deadlines	10%	TP (Tends to be Predictable)

## INDEPENDENT ACTION

Describe the degree of **independent action** and **autonomy** required to perform the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

**Example #1**

Task / Activity
Referrals for students
Description
Students come to the front desk of the International Department and express their concerns. Based on the information that the students provide, the incumbent makes a decision on where to refer students for additional support. This could be to an International Student Advisor, a Student Club, a Student Association, a Coordinator or Faculty, the Registrar's Office, Counselling, or community supports.

**Example #2**

Task / Activity
Description

**Key Considerations:**

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

What type of instruction is typically given to the incumbent?

Uses procedures and past practices but may adapt them, as required.

What degree of supervision is typically provided to the incumbent?

Periodic supervision; occasional supervisory input.

How is the work typically checked and verified?

Output is reviewed by report/discussion.

How frequently is the work checked?

Most processes are reviewed weekly.

Describe duties which are the incumbent's responsibility where independent action requires initiative and/or creativity and indicate how often the duties occur. Identify the typical situations or problems that are normally referred to the Manager for solution.

The incumbent is responsible for using department procedures and best practices to determine the best referrals for the students. Resolution of complex issues is discussed with International Student Advisors and/or the Manager of International Student Services.

## COMMUNICATIONS / CONTACTS

Describe the nature of contact and purpose involved in communicating information (i.e. to provide advice, explanation, to negotiate, or influence others to reach agreement, etc.), and the confidentiality of the information provided. Answer the questions listed below in the Key Considerations section.

Nature of Contact (Who)	Purpose of Contact (What)	Frequency
Students	Provides support to students around orientation, arrival, student services, and community supports.	Daily
International Student Advisors	Communicates with ISA's about student issues and concerns, coordinates events and logistics for the International Health Plan and International Student Employment Plan	Daily
Managers	Performance reviews, department meetings, feedback about students	Daily
Faculty and Staff	Greets faculty and staff when they come into the International Department and determines their needs and makes referrals	Weekly
Finance Department	Sends regular reports to Finance for International Student Employment Plan and Health Plan	Monthly
		Choose an item.

**Key Considerations:**

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

Communications in this position are typically engaged for the purpose of:  
Providing explanation or interpretation, empathize with the needs of others.

What type of involvement does this position have with confidential information?  
Regular involvement with moderate disclosure implications.

## RESPONSIBILITY FOR DECISIONS AND ACTIONS

Describe the type of **responsibility** that exists for the **decisions** and **actions** related to the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

### Example #1

Task / Activity
making arrival services arrangements for students
Description
The incumbent is responsible for these arrangements, including transportation and accommodation bookings for students and providing wellness checks for students in short-term accommodations.

### Example #2

Task / Activity
Generating International Student Employment Plan and International Health Plan Reports
Description
The incumbent is responsible for inputting the correct data, running the reports, and ensuring the accuracy of the reports before they are sent to the manager and the finance department for approval.

### Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

How errors are typically detected for work completed by this position?

Errors usually detected through verification and review processes.

What is the typical scope of impact to the organization for errors in this position?

Results in some workflow disruption, duplication and/or wasted resources.

## WORK ENVIRONMENT

Describe the physical environment that the incumbent works in. Consideration should be given to:

- The probability or likelihood of exposure to disagreeable/hazardous elements.
- The nature of the disagreeable/hazardous element
- Length of exposure while on the job
- Travel

Complete the chart below. Answer the questions in the Key Considerations section.

Environment	% of Time
Professional office environment Yes	100%
Outdoor work; seasonal conditions Yes	5%
Other (please specify)	
Other (please specify)	

### Key Considerations:

With respect to the nature of disagreeable/hazardous elements this position is in contact with, would you describe them as:

Slightly disagreeable

With regard to the disagreeable/hazardous elements referenced above, how often does the position encounter them?

Occasional

If this position is required to engage in business related travel, what is the frequency of the travel?

Choose an item.

## SUPPLEMENTAL DATA

Provide any additional information which will serve to further enhance understanding of the position.

[Click here to enter text.](#)