



Date: August 24, 2023

Competition: # 23-77a

APPLICATIONS ARE INVITED FOR THE FOLLOWING FULL-TIME TERM POSITION (12 MONTHS)

Position: International Admissions Specialist (Position #1000336)

Division: Office of International Affairs

Reporting To: Manager, International Programs and Partnerships

Justice Institute of British Columbia:

The Justice Institute of British Columbia (JIBC) is a public, post-secondary institution that provides education and training to those who'll be there to support British Columbians and others around the world, when a life is at stake or when health, safety or property is in jeopardy. Work for JIBC and be a part of the big picture – supporting justice and public safety professionals at all stages of their careers in fields including law enforcement, firefighting, paramedicine, security and emergency management.

As a JIBC employee, you'll play a role in our educational programming, which also includes complementary and related areas of study – from conflict resolution, mediation, leadership and counselling, to cybersecurity, business intelligence, and tactical criminal analysis – as well as applied research in the justice and public safety fields. Join our team and help us prepare JIBC graduates to contribute to safer communities and a more just society.

Position Summary:

The International Admissions Specialist position at the Justice Institute of British Columbia (JIBC) centers on providing essential support to prospective international applicants and agents. This role involves responding to a wide array of inquiries regarding JIBC programs, admissions procedures, and policies, both internally and externally. Maintaining accurate student records, processing admissions, and overseeing data integrity in the student information system are core responsibilities. The specialist also plays a crucial role in enhancing the student experience through participation in projects involving external reporting and initiatives. Collaboration with the Office of International and Office of Student Affairs teams further contributes to the overall effectiveness of the role. With a foundation of strong communication skills, attention to detail, and a commitment to excellence, the International Admissions Specialist significantly contributes to JIBC's international education objectives.

Primary Responsibilities:

Program Admissions

- Act as the first point of contact for Program Area and Registration staff by providing pre-admission information and advice on program suitability and eligibility to prospective international students;
- Facilitate the admission of international students into JIBC programs by advising on admissions policies, regulations and processes, articulated partnerships and related processes to maximize the conversion of international applicants to registrants;
- Receive, review, and process applications and other documentation;
- Communicate admission deficiencies in a tactful manner suggesting alternate plans where suitable;

- Liaise with program areas regarding international student admissions, changes to admission requirements or program requirements, as well as program or course changes;
- Follow up with applicants to mitigate impediments to registration to improve conversion;
- Receive, verify and process for admissions purposes external English language tests;
- Process international applications and other admissions-related functions in accordance with JIBC's Registrar quality assurance standards as well as international standards;
- Provide regular follow-up and consultation with applicants, communicate admission decisions, and coordinate acceptances and deferral requests in a timely and professional manner;
- Collaborate with academic and service departments within JIBC to establish and maintain positive relationships between the Office of International Affairs and JIBC, as well as to provide international students with appropriate access to programs, courses and services;
- Assist international students in processing refund requests;
- Prepare reports on international students' admission status and visa approval rates;
- Review procedures and recommend changes to the Manager/Director as required.

Transfer Credit

- Assist international students with the transfer credit process and other university processes where required;
- Maintaining an up-to-date transfer credit database;
- Submit and monitor courses and programs in the EPBC and BCCAT transfer systems;
- Maintain up-to-date a list of required academic transcripts for the most common countries of origin of JIBC's international applicants;
- Maintain up-to-date a list of countries officially recognized by JIBC as English speaking;
- Has a thorough knowledge of and applying the Transfer Credit/PLA policies to program admissions.

Student Support

- Provide customer service to prospective international students, agents, strategic partners, and financial aid agencies that support international students in their studies at JIBC;
- Contribute to the retention of international students by providing international support and advising necessary to support their ongoing registration and progression;
- Collaborate with academic and service departments within JIBC to establish and maintain positive relationships between the Office of International Affairs and JIBC, as well as to provide international students with appropriate access to programs, courses and services;
- Assist with international student success programs (e.g. orientation, settlement, student development, intercultural communication workshops), including programs that integrate international students with domestic students and encourage intercultural understanding;
- Collaborate with internal and external community resources and supports for international student transition and settlement to ensure appropriate advocacy for, and prioritization of, the needs of international students.
- Maintain relevant areas of international website, updates on myJIBC.ca, courses on Blackboard and program material as appropriate;
- Communicate and assist students with accommodation options and refers to information resources;
- Provide basic academic information and appropriate referrals to other campus and community support resources;
- Ensure that new international students are covered by appropriate temporary medical insurance plan as determined by JIBC and provide students with relevant information about their insurance policy, services available and deadlines.

Administrative Work

- Participating in workgroups on a project basis;

- Acting as a backup Registration Officer by providing information to students and employers on a variety of tuition-based courses, enrolling students in classes, providing Tier 1 support to students enrolled in online courses, processing payments, issuing receipts and official transcripts, and assisting with in-person registrations;
- Assisting with updating content on Registration and Student Services pages on the JIBC International website;
- Assisting with convocation data entry, sorting and mail out of official documents and other convocation-related duties as assigned;
- Performing other related duties as assigned.

International Activities

- Coordinate activities and programs at the International Office (e.g. Field Trips, meeting agendas and logistics, etc.);
- Coordinate the completion of thorough risk assessment required for any JIBC student, staff or faculty to participate in activities abroad in connection with JIBC;
- Assist with the development of International Exchange applications, processes, and orientations;
- Provide support in the development of international contract proposals including researching vaccine or other requirements and obtaining quotes for travel and accommodation.

Data Integrity

- Identifying and appropriately processing enrolment and financial links before consolidating records;
- Updating student records for a legal name change.

Qualifications & Requirements:

Education and Experience

- A minimum of two (2) years of post-secondary education or equivalent - A Bachelor's degree in a relevant discipline is preferred;
- A minimum of two (2) years of experience working directly with international students, including an understanding of various cultures and the ability to communicate professionally in a cross-cultural working environment.
- Or an equivalent combination of education and experience

Knowledge, Skills, and Abilities

- Demonstrated proficiency in working with student enrollment management software for admission processes of international students;
- Demonstrated computer skills and willingness to learn new systems;
- Knowledge of International Admissions processes, as well as study permits and policies by Immigration Refugees and Citizenship of Canada, is strongly preferred;
- Knowledge of provincial articulation and transfer procedures including the BC Transfer Guide;
- Attention to detail;
- Demonstrated English language skills together with strong oral and written communication skills;
- Ability to communicate effectively with non-native English speakers with varying degrees of English proficiency;
- Fluency in other languages is considered an asset. Preference will be given to applicants who can speak Spanish, Vietnamese, Hindi, Punjabi, and/or Mandarin in addition to English;
- Demonstrated initiative in the completion of work assignments;
- Demonstrated ability to communicate courteously and effectively in person, in writing, and over the telephone with staff, faculty, administrators, students and the public, including government and ministry personnel;
- Proven ability to work independently and as part of a team;
- Proven ability to work with a minimum of supervision, establish work priorities and work in a high-volume, detailed environment with attention to accuracy and timeliness.

Note: This position preserves the integrity of examination material and student information. Materials will be held in the strictest of confidence, as they remain the property of JIBC.

Salary Range: \$2,170.70 to \$2,462.60 bi-weekly (BCGEU Position – Grid 16)

Posting Date: August 24, 2023

Closing Date: Open until filled

Please feel free to contact Rod Torrezan (rtorrezan@jibc.ca) for more information about this position.

Please submit a resume/CV, cover letter and copies of academic credentials, quoting Competition #23-77a via email to hr@jibc.ca.

Justice Institute of British Columbia believes in creating accessible programming, workplaces and spaces that reflect the community we serve. Our desire is to continue to build an inclusive culture that encourages, supports, and celebrates the diverse voices of our employees and students and where everyone feels empowered to share their experiences and ideas.

We encourage applications from members of groups that have been marginalized on any grounds named under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or a person of Indigenous ancestry.



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