

Job ID: SCHII-23-44
Job Title: International Student Services Coordinator
Department: International Student Services
Campus: Thunder Bay, ON
Status: Full-time, permanent
Job Category: Non-union

Date Posted: October 13, 2023
Closing Date: October 31, 2023

Why Lakehead University?

Thunder Bay is one of Canada's top emerging cities. Here you will find a mix of modern city living and the best of nature – all on your doorstep. Thunder Bay provides small city affordability, big city opportunities and the bonus of a superior lifestyle. When it comes to location, nature and cost of living, Thunder Bay is one of the best places to live in Canada. For more on the vibrant city of Thunder Bay, visit thunderbay.ca.

At Lakehead University we challenge the conventional to provide a university experience that's far from ordinary. Your unique ideas will be respected and encouraged. Join our thriving academic community where you can make a real difference through innovation and collaboration.

Lakehead is a comprehensive University with a reputation for innovative programs and cutting-edge research. In 2022, for the third year in a row, Lakehead University was included in the top 100 of the Times Higher Education Impact Rankings. Lakehead is the highest ranked university in the world with under 10,000 students. Maclean's has once again included Lakehead University among Canada's top 10 primarily undergraduate universities in the magazine's 2023 University Rankings.

About this Job

Reporting to the Director, International Student Services ("Director"), the incumbent provides support and carries out strategic directions established by the Director for student services, student support, student success, and the retention of international students. Key areas of responsibilities include transition, onboarding, and Orientation for new international students; programming, events, and activities specific to the needs of international students; management of the Student Assistant program; operations of the International Centre lounge and lobby area and International Student Services (ISS) department; and the delivery of communications for ISS.

Job Duties

- Establish semester-based International Student Orientation that includes the transition period as a newly accepted student, the arrival of new students, and successful onboarding.
- Oversee the development and implementation of programs, events, and activities related to international student success and retention.
- Manage and supervise the Student Assistant program to provide meaningful Canadian work experience for international students.
- Create communication plans and content for communications, social media, website, and



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promotional materials.

- Generate and maintain data to support international student retention and success as well as supporting enrolment planning and managing incoming student numbers.
- Facilitate the successful operations of the department including the International Centre lounge and lobby.
- Work with key stakeholders both within and outside of the University to improve the functionality and logistics of the department, student retention, and student success.
- Provide general advising sessions for students on issues related to student life, orientation, arrival procedures, finances and budgeting, career & employment, housing, health insurance, wellness and other general topics

Qualifications

- Undergraduate degree with a minimum of 3 years experience at the PSE level working with International students. Experience in the fields of education, event planning, recruitment or enrolment is an asset.
- Demonstrates a clear understanding of the needs of international students and is able to deal effectively with highly diverse communities both nationally and internationally.
- Project management experience required
- Attention to detail and in-depth planning, organizational and time management skills, including the ability to handle multiple tasks or projects simultaneously
- Highly developed analytical problem-solving skills
- Well-developed research skills and the ability to collect and manage large data sets
- Exceptional interpersonal skills, relationship building, conflict resolution and service excellence
- Ability to succeed in a dynamic, changing environment and quickly find alternative solutions to challenges.
- Experience in working with a cross-functional team.
- Leadership skills and experience managing groups of people towards a goal
- Exceptional writing and communication skills including graphic design and presentation skills
- Strong creativity and ability to generate new ideas
- Highly knowledgeable and sensitive to cultural diversity, needs and requirements.
- High proficiency with Google Suite, Microsoft Office, Zoom, social media, and other relevant software and applications such as Adobe and/or graphic design software.
- Second language ability is an asset.

Working Conditions

- Office environment

What do We Offer?

This position offers a competitive remuneration package including salary, comprehensive benefits package, life insurance, pension plan, and tuition waiver.

How to Apply

Interested applicants may apply by clicking on this link to [this Google Form](#) and attaching your cover letter and resume in word or PDF format.



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If you are experiencing any issues with the Google Form, please email careers@lakeheadu.ca for assistance.

We appreciate your interest; however, only those selected for an interview will be notified. Lakehead University is committed to creating a diverse and inclusive environment and welcomes applications from all qualified individuals including women, racialized persons, Indigenous people, persons with disabilities and other equity-seeking groups. All qualified candidates are encouraged to apply; however, Canadian citizens and permanent residents will be given priority. This is in accordance with Canadian immigration requirements.

Lakehead University is committed to supporting an accessible environment. Applicants requiring accommodation during the interview process should contact the Office of Human Resources at (807) 343.8334 or human.resources@lakeheadu.ca to make appropriate arrangements