

# Employment Opportunity

**Job ID:** #COPE-24-09  
**Job Title:** International Graduate Studies Clerk  
**Department:** Faculty of Graduate Studies  
**Campus:** Thunder Bay, ON  
**Status:** Part Time, Permanent  
**Job Category:** COPE Level 5 (Under Review) **Internal COPE members will be considered prior to external applicants.**

**Date Posted:** April 17, 2024  
**Closing Date:** April 24, 2024

## 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](http://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

Under general supervision, the incumbent will provide customer service support to international student applicants, administrative support to the Graduate Studies Office, as well as act as the point of contact for the Lakehead International Agents. The International Graduate Studies Clerk acts as a representative of the Faculty of Graduate Studies for international recruitment initiatives.

## Job Duties

- Provide professional customer service to potential and current applicants as well as Lakehead International Agents;
- Respond appropriately to inquiries related to international graduate admissions through telephone, email, fax, and/or mail;
- Triage international applicant requests to the appropriate office member;
- Provide general administrative assistance to the office (e.g., correspondences, composing memos/letters/forms, coordinate meetings and produce reports.

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- Backup for the Administrative Clerk producing letters of Admission, and responds to a large number of emails from potential and current applicants;
- Perform other related duties as required.

## Qualifications

- Grade 12 minimum, post-secondary education is a related area;
- 2 years of relevant experience, preferably in a University environment;
- Proficiency with PCs and various office programs including Microsoft Office, Colleague/Datatel, Adobe, and have the ability to adapt and learn new systems and software as required;
- Excellent communication, organizational and interpersonal skills;
- Ability to work within a culturally diverse environment;
- Ability to work and handle all office duties in a professional and confidential manner;
- Ability to multitask a variety of high priority duties and work under pressure of deadlines and frequent interruptions;
- Ability to work as part of a team as well as work independently with minimal direction and supervision in a fast paced, dynamic environment;
- Familiarity with University regulations and policies will be considered an asst.

## Working Conditions

- Office environment

## What do We Offer?

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

Lakehead University has a commitment to supporting employees and providing opportunities for flexible and diverse work arrangements. We are proud to share the [Alternate Work Arrangement Guideline](#) as a step to creating innovative schedules that work for our employees to promote a quality work-life balance. Please inquire with the hiring manager if this position is eligible for an Alternate Work Arrangement.

## 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.

If you are experiencing any issues with the Google Form, please email [careers@lakeheadu.ca](mailto: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**



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**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) 343.8010 ext. 8334 or [human.resources@lakeheadu.ca](mailto:human.resources@lakeheadu.ca) to make appropriate arrangements.**