

International Student Success

STUDENT COORDINATOR

Job Title:	Student Coordinator, International Student Success
Position Start Date:	May 1, 2024
Position End Date:	August 30, 2024
Hours per Week:	34
Hourly Wage:	\$16*
Position Type:	Work/Study
Number of Positions:	2

**Position note: this role is pending work/study funding approval and the wage is subject to change.*

Job Description

York International falls under the Division of Students portfolio and is a central source of international student support and global engagement at York University. The **Student Coordinator, International Student Success** will design, develop, and implement events and programs that foster academic success and employability for international students over the FW 2024-25 terms. This position will support the planning and implementation of FW 2024-25 international student success programming, under the supervision of the International Student Experience Coordinator. This role will support the academic and career success of new and current international students in collaboration with Faculty partners. They will foster increased knowledge and understanding of the Canadian work environment, through focused programming and services, to better support international student employability.

Through this role, the **Student Coordinator, International Student Success** will have opportunities to develop and enhance specific skills in the following competencies:

1. Communication
2. Teamwork/Collaboration
3. Event planning
4. Global Citizenship (understanding of global perspectives)

Work Performed - Specific Duties and Responsibilities:

- Act as a student lead in the planning and implementation of international student success events and programs for the FW 2024-25 terms, including Career Exploration, Future Career Launch, SIN Clinics, English Conversation Partners Program and more.
- Work as a student lead on projects related to academic success and employability initiatives for international students.
- Assist with representing York International in outreach around campus as assigned through webinars, social media, posters, videos etc. to promote a vibrant international student community.
- Assist with research to help inform student success program and service planning.
- Respond to questions from incoming and current international students in a professional manner.
- Refer students to appropriate on-campus and community resources.
- Support in the recruitment and training of volunteers needed for York International activities.
- Coordinate all necessary logistics for events and programs i.e., venues, resources, materials etc.
- Provide administrative related support as assigned (e.g., monitoring registration, record keeping, photocopying, and email correspondence).
- Maintain regular contact with supervisor and communicate updates regularly to appropriate York International team members and university partners.
- Escalate complex and/or urgent concerns to appropriate full-time staff members.
- Attend regular one-on-one meetings, team meetings, training, and other professional development workshops as assigned by a supervisor.
- Support departmental assessment practices via surveys, focus groups, and other community engagement strategies.
- The work associated with this position will require some flexibility to support high impact events and programs that may run over evening or weekend hours.
- As required, support York International's departmental goals through excellent service and support via the Front Desk and other information channels and communication.
 - Welcome all visitors to York International including students, staff, faculty, community members and other guests via the Front Desk.
 - Respond to questions from students, staff, faculty, visitors and guests in a professional manner and refer more complex or sensitive enquiries to the relevant full-time staff at York International and other departments.
- Perform other duties as assigned.

Qualifications:

Education, Experience, Skills & Qualifications

- Current undergraduate York student (we encourage applicants from diverse programs of study).

- Knowledge of cross-cultural experiences and the unique needs of being international students or internationally minded students and experience working with people from different backgrounds/cultures.
- Working knowledge of York International student programs and services specifically transition programs.
- Knowledge of campus and community resources, including academic, social, safety, health, cultural and others and able to refer students as appropriate.
- Experience and familiarity with York campus life/knowledge of York University student services and activities.
- Demonstrated skills in workshop/presentation facilitation, event planning and working with peers in a leadership capacity.
- Fluent in one or more languages is an asset: such as French, Spanish, Mandarin, Cantonese, Arabic, Hindi, Urdu, Portuguese, Swahili, Vietnamese, Korean, Japanese, etc.
- Familiarity with social media, Zoom, telephone and email, and an interest in using it as a tool of student engagement, as well as experience using and configuring technical tools.
- Application of cultural awareness in written, verbal and non-verbal communication.
- Connecting with others across differences of culture, experience, identity etc.
- Excellent communication skills; professional demeanour, public speaking and presentation proficiency.
- Excellent time management skills.
- Excellent computer skills (word processing, email, database management, spreadsheets).
- Demonstrated ability to learn and take initiative, adaptability, approachable, knowledgeable and open to self-directed learning.

All candidates must be:

- Proficient with MS Office such as Word, Excel, PowerPoint.
- Professional, punctual and reliable.
- Able to maintain confidentiality & keep accurate and detailed records.

Personal and Professional Development:

As part of your work study experience, students will participate in [Becoming YU](#), a program designed to support students in:

- Creating meaningful goals and objectives.
- Recognizing the value of their personal, academic and professional experiences.
- Identifying their leadership and career competencies and skills gained through these experiences
- Articulating their skills and experiences with confidence, whether it is for a future job or further education opportunity.

Student Learning Components:

Orientation, Training and Ongoing Professional Development

- York International offers comprehensive training that includes topics such as expectations, leading a team, handling various common scenarios, handling detailed logistics, prioritizing tasks and communicating with the team (including project specific training).
- Ongoing training and professional development will be provided for this role. The **Student Coordinator, International Student Success** will be assigned resources to consider for reflection during meetings with the supervisor.

Feedback, Ongoing Support and Reflection

- The **Student Coordinator, International Student Success** will be asked to participate in professional goal setting, regular self-assessments and performance review process with the supervisor each term. The supervisor will provide regular feedback, coaching, and discuss challenges and successes as they arise.
- The **Student Coordinator, International Student Success** will have regular 1-1 meetings with their supervisor to provide written summaries and updates on the status of their projects and identify any challenges they are facing as well as work in collaboration with the supervisor to determine areas for support and solutions.

Networking and Mentorship Opportunities

- Opportunity to work collaboratively with professional staff of the York International and learn more about York International functions.
- Opportunity to meet and interact with diverse cultures and groups.
- Opportunity to learn and develop knowledge about the international education community.
- Opportunity to lead a small team of student peers and serve as a role model.
- Opportunity to engage with first year and incoming students (international, exchange, international student researchers and others).

Personal and Professional Development, Classroom and Workplace Competencies

- Exposure to and experience working in a professional office environment.
- Enhanced leadership and collaboration skills.
- Experience with public speaking, presentation, and communication of programs and services that can enhance their academic ability to communicate ideas concisely.
- Experience with intercultural communication and awareness and development of global competencies.
- Improve familiarity with campus resources and referrals for students.

- Development of planning skills including time management, prioritization, communication with participants, promotion and event execution.
- Development of independent problem-solving abilities.
- Ability to articulate self-directed learning outcomes thorough reflection and feedback with the team and supervisor.

Important Dates – Exact dates to be confirmed.

Training: the week of May 1-3, 2024

Orientation Support: May 4, 2024 and August 24-30, 2024

Peer Leader Training: To be confirmed (in September)