

## International Admissions and Student Services Representative

### International Education Office

1 full-time term and 1 part-time term

Applicants are to clearly demonstrate how they satisfy the selection criteria in their written submissions and must identify the competition number they are applying for in the subject line of the email

This competition may be used to establish a 6 month eligibility list of qualified candidates for future vacancies.

*Red River College is a leader in applied learning and innovation. Our talented team of employees is passionate about education, innovation and student success. We offer competitive salaries, extensive benefits, and the opportunity for personal and professional growth in a rewarding career.*

#### Duties:

Reporting to the Manager, International Admissions and Student Support Services, the International Admissions and Student Services Representative will provide exceptional service to international students, education agents and various internal departments. This position's primary responsibilities are to process International Student Applications through the assessment and evaluation of international academic credentials, language proficiency and program admissions requirements. Secondary responsibilities include capacity management, recommending appropriate study plans and issuing letters of acceptance. The incumbent must be knowledgeable on Immigration, Refugees, Citizenship Canada (IRCC) rules as they relate to Study Permits. The incumbent is also responsible for maintaining accurate student records, initiating student finance adjustments (e.g. forfeitures, refunds, etc.), coordinating withdrawals, testing, monitoring of deposits and Study Permit approvals. Admission management is conducted through the use of the International Student Program (ISP) database, Colleague and Recruit. The position continues to service international students until graduation from their program when they issue a Post-Graduation Work Permit. It is the expectation that the position provide prompt, friendly, professional and efficient customer service to all parties via email, in-person or over the phone. All of these activities support the mandate of the International Education Office.

#### Required Qualifications:

- Post-secondary Certificate in Business, Administration or Management. An equivalent combination of education and experience may be
- Experience in the assessment and evaluation of international academic and language credentials to meet the College's entrance requirements
- Experience in student admissions and accurately maintaining student records
- Experience working with Student Information Systems
- Demonstrated ability to work both independently as well as part of a team
- Excellent customer service skills
- Demonstrated ability in developing and maintaining relationships with students, education agents and internal departments
- Excellent interpersonal and verbal communication skills
- Exceptional written communication skills
- Extensive experience with Microsoft Office including Access, Word, Excel and Outlook, including excellent keyboarding skills
- Values Diversity, Equity, and Inclusion
- Commitment to lifelong learning

#### Assets:

- Experience working with Colleague, Recruiter and International Student Program (ISP database) Systems
- Fluent in other languages such as Portuguese, Spanish, Hindi, Cantonese and/or Mandarin, Vietnamese, Korean - both orally and written are considered an asset
- Knowledge of Government of Canada's Immigration, Refugees and Citizenship Canada (IRCC) policies and regulations as they relate to international students
- Experience in International student admissions and accurately maintaining student records

#### Conditions of Employment:

- Applicants must be legally entitled to work in Canada
- This position may be required to work evenings and/or weekends

*We seek diversity in our workplace. Aboriginal persons, women, visible minorities and individuals with disabilities are encouraged to apply.*

Competition Number: 2018-026  
Closing Date: March 19, 2018  
Salary Range: \$46,942 - \$64,210 per annum

Apply to Red River College by email: [humanresources@rrc.ca](mailto:humanresources@rrc.ca)

We thank all applicants for their interest, but only those selected for an interview will be contacted. Red River College provides accommodations to applicants with disabilities throughout the hiring process. If an applicant requires accommodation during the application or interview process, Human Resource Services will work with the applicant to meet the accommodation needs.

For more information and other employment opportunities, visit [blogs.rrc.ca/hr](http://blogs.rrc.ca/hr)

2055 Notre Dame Ave, Winnipeg, Manitoba R3H0J9