

# International Student Support Representative

## Centre for International Education and Global Partnerships

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.

An eligibility list may be created for similar casual, part-time, full-time, and term positions

### DUTIES

Reporting to the Manager, Global Engagement, the International Student Support Representative provides support services and guidance to international students and facilitates the delivery of various international student programs, events, and activities to support student success and wellbeing.

This position is responsible for overseeing the flow of general inquiries, assessing needs related to international student support, and referring and recommending College and community supports and services to students. The incumbent provides logistical support to the International Student Support Team to meet the planned objectives and implement international student support strategies in accordance with the International Student Support Framework, while maintaining records and reporting on results.

This role supports the targeted students' retention and success in consultation and collaboration with internal partners across the institution, local community and global partners.

### REQUIRED QUALIFICATIONS

- Diploma or degree from a recognized postsecondary institution in Humanities, Social Sciences, Education, or Business. An equivalent combination of education and experience may be considered.
- Several years of experience working in student advising/counselling and immigration, settlement, and cultural adaptation processes
- Knowledge of College student policies and awareness of IRCC (Immigration, Refugees, and Citizenship Canada) policies regarding international students
- Demonstrated knowledge in several of the following areas in an institutional environment: cross-cultural understanding and sensitivity; intercultural training; international student services/advising; crisis intervention; immigration, settlement, and cultural adaptation; and program management and support activity facilitation
- Knowledge of FIPPA, PHIA, College policies, and confidentiality of student information
- Exceptional customer service skills, with the ability to communicate effectively and tactfully with students, staff, faculty, and the public when responding to phone and email inquiries
- Exceptional organizational and time management skills with the ability to set work priorities and balance multiple demands in an environment with regular interruptions
- Extensive experience and proficiency with MS Office Applications (e.g., MS Word, Outlook, Excel, PowerPoint) and the ability to learn new software quickly and efficiently
- Knowledge of planning of student events and activities such as training sessions, workshops, etc. Experience in facilitating events.
- Values Diversity, Equity, and Inclusion
- Commitment to lifelong learning

### ASSETS

- Experience working on inbound/outbound travel arrangements and logistics
- Fluent in other languages such as Portuguese, Spanish, Russian, Hindi, Cantonese and/or Mandarin, Vietnamese, Korean - both verbal and written
- Established connections with newcomer service providers and/or relevant government units

### CONDITIONS OF EMPLOYMENT

- Applicants must be legally entitled to work in Canada
- This position may be required to work evenings and/or weekends
- May be required to work at various RRC campuses

RRC Polytech requires that staff, students and faculty either be fully vaccinated or have an approved exemption to be able to attend any campus. For further information please review the [COVID-19 policy](#).

### COMPETITION NUMBER

2021-237

### CLOSING DATE

November 26, 2021

### SALARY

\$47,774 - \$65,326 per annum

### POSITION LOCATION

Notre Dame Campus  
(Winnipeg, MB)

### POSITION TYPE

Full-Time Position Available

### APPLY BY EMAIL TO

humanresources@rrc.ca

Red River College Polytechnic 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.

At RRC Polytech we are committed to fostering an inclusive environment, where all employees and students feel valued, respected and supported. The College seeks to increase diversity among its community members and welcomes applications from women, Indigenous persons, racialized persons, persons with disabilities, persons of all sexual and gender identities and others who may contribute to the further diversification of ideas. All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority.



Red River College Polytechnic is committed to providing accessible employment, and ensuring that our recruitment, assessment and selection process is barrier free. If a candidate requires accommodation during the hiring process, Human Resources Services will work with the individual to meet their needs. We thank all applicants for their interest, but only those selected for an interview will be contacted. For more information and other employment opportunities, visit [rrc.ca/hr](http://rrc.ca/hr)