PART I - IDENTIFYING DATA

Position Number: [Redacted]  
Position Title: International Student Advisor  
Incumbent: [Redacted]  
Division: Office of the Registrar

Headquarters: Yukon College  
Supervisor's Name: Yoshie Kumagae  
Supervisor's Title: Coordinator, International Education

Date Description Completed: August 2018

PART II - SUMMARY (broad statement of why position exists)

Reporting to the Coordinator, International Education, the International Student Advisor is responsible for providing services to current and former students, for administering domestic culture, academic and language programs, and workshops, and for assisting accommodations such as Homestay Program and Campus Housing for international students and study tours.

A. Duties and Responsibilities

1. Major Function - the most important activity or responsibility required (describe what is done, why it is done, and how it is done):

   (a) Providing services to current and former international Yukon College students by:

   • Ensuring the successful delivery of specialized services and programs for international students, including, but not limited to: accommodation plans, orientation to Whitehorse, airport pickup, document renewals and advising on non-academic issues.

   • Ensuring that international students are integrated into campus life and supported by other academic and non-academic services and programs

   • Monitoring changes to Canadian immigration practices and territorial medical changes and other factors effecting international students and to ensure relevant staff/students are aware of such changes.

   • Monitoring off campus work permit opportunities for international students and promote such opportunities whenever possible.

   • Being the first contact for students on their arrival to welcome new students.

   • Ensuring students receive most updated accommodation information and assist with application process for Campus Housing and Homestay Program.

   • Assisting to coordinate events including International Student Orientation, cultural events and student activities.

   Approximate percentage of job time above functions are performed: 60%
(b) Maintains the daily operations of the Homestay program at Yukon College by:

- Recruiting, screening, and inspecting home environments for assessment purposes based on established criteria and placing students in appropriate homestay environments.
- Preparing and forwarding welcome packages and host profiles to agents and applicants prior to arrival.
- Corresponding with agents, hosts, applicants, and students.
- Ensuring student arrival information received and given to host; and arranging pickup and departure at airport.
- Receiving and processing payments/refunds from students and hosts.
- Ensuring, maintaining and developing appropriate documentation and records related to international students and homestay.
- Developing and conducting orientation sessions for homestay students, hosts, and college staff.
- Helping resolve conflict between students and hosts with sensitivity to cross cultural issues.
- Other related duties

Approximate percentage of job time above functions are performed: 25%

2. Other Principal Activities, in order of importance (describing for each what, why, and how, and approximate percentage of job time required, rounded off to the nearest 5% e.g. 20 %):

Provides administrative support for international Office programs by:

- Prepare, update, and maintain the Yukon College International website and related social media sites.
- Develop and maintain Welcome Handbook for new international students.
- Update student files and lists including study permit and medical insurance
- Create CRNs for Intermediate Level ESL and ESL tour programs

Approximate percentage of job time above functions are performed: 10%

3. Examples of Additional Divisional Activities which may be performed from time to time:

- Participating in selected projects as an escort or host, or participating as a representative in evaluation processes
- Perform basic administrative functions, such as acquiring supplies and materials for the office.

Approximate percentage of job time above functions are performed: 5%

4. Approximately how long will it take for a fully qualified employee from outside the work unit to reach the full working level of the position: 1 year
B. **Problem-solving and decision-making**

1. a) List any sections of Acts, Regulations, and Policies or Procedures the incumbent must be fully familiar with in order to perform the position's functions:

- relevant sections of the College Act
- relevant sections of Yukon College’s Policies and Procedures
- relevant host/ college agreements
- Yukon College Academic Regulations and Procedures
- Immigration, Refugee Citizenship of Canada (IRCC) policy and website
- College Calendar
- Student Information Handbook
- Funding guidelines and agreements
- Licensing, policy and procedures applicable to travel and tourist operators
- Applicable liability regulations and standards

b) Is the position responsible for interpreting, administering, or enforcing any of the above? If yes, explain.

Yes – Administers to ensure that the program and its projects are conducted according to legal and policy requirements governing Yukon College, Canadian Law, sponsors and funders

2. a) Describe the kinds of recommendations the incumbent is regularly required to make and to whom:

Collaborates with partners and groups involved in College internationalization and makes recommendations to the supervisor on:

- new administrative policies and procedures;
- expenditures beyond the scope of delegated responsibilities;
- significant issues arising from program reviews, evaluations an ongoing program development;
- significant changes in ongoing projects;

b) Who normally makes the final decisions with respect to those recommendations?

- new administrative policies and Procedures; President
- expenditures beyond the scope of delegated responsibilities; Supervisor
- significant issues arising from program reviews, evaluations and ongoing program development; Supervisor
- significant changes in ongoing projects; Supervisor
- human resource requirements Supervisor

3. a) Describe the kinds of final decisions regularly made for which the incumbent is held accountable.

Decisions with the scope of: student advising; Homestay approvals and placements;

b) What is the direct impact of those decisions?

- Decisions have a direct impact on the viability of the International and Homestay program(s) and on student satisfaction.
• Indirect impacts include the viability of community partnerships, contribution to local economies, contributions to College internationalization and cultural development efforts, and effects on the reputation and image of the College and the community as an educational travel destination.

C. Freedom to Act

1. Describe the way in which this position receives direction:

Through:

• ongoing consultation with Supervisor;
• periodic feedback from project participants and program reviews and evaluations;
• ongoing monitoring of best practices in other jurisdictions

2. What legislation, regulations, procedures, or established practices guide, constrain, or limit the activities of this position?

• See B.1(a).

3. How is the work of the position normally checked or evaluated?

Through:

• performance evaluations
• supervisor’s review of progress relative to the business plan
• periodic feedback from project participants
• program reviews and evaluations
• student feedback

4. What types of decisions are normally referred to the supervisor? (Give examples)

• new administrative policies and procedures;
• issues in students life including academic success and accommodations
• expenditures beyond the scope of delegated responsibilities
• significant issues arising from program reviews, evaluations and ongoing program development;
• significant changes in ongoing projects;

D. Financial Accountability

1. a) Annual Budget (for unit under the direct control of the position):

   Fiscal year: $ 
   Annual payroll: $ 
   O/M Budget (excluding payroll): $ 
   Capital Budget (excluding payroll): $ 
   Revenues: $ 
   Recoveries: $ 

b) Who prepares this budget?

   The incumbent recommends activities and proposals for approval by supervisor.

c) What is this position's accountability for budget once allotted?

   To manage programs and projects within allotted budget.
d) Does position have authority/ability to reallocate resources? (describe)

Can recommend reallocations to the Supervisor.

e) Signing authority levels: delegated spending authority (what section and for what amount)

Delegated spending authority for program acquisitions up to $2,500.

2. Other expenditures or revenues influenced by this position and how.

E. Management Supervision of Human Resources

<table>
<thead>
<tr>
<th>X</th>
<th>1. No supervisory duties</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2. Supervisory Duties</td>
</tr>
</tbody>
</table>

a) Number of positions supervised directly:
   - Permanent:
   - Aux/Casual:

Number of positions supervised indirectly:
   - Permanent
   - Aux/Casual

b) Nature of supervision: (check any of the following supervisory tasks that are to be performed on a regular basis):

<table>
<thead>
<tr>
<th></th>
<th>a) Show colleagues how to do tasks.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>b) Train other employees in work procedures.</td>
</tr>
<tr>
<td></td>
<td>c) Assign work and review for quality/quantity.</td>
</tr>
<tr>
<td></td>
<td>d) Establish work priorities and schedules.</td>
</tr>
<tr>
<td></td>
<td>e) Change duties and responsibilities.</td>
</tr>
<tr>
<td></td>
<td>f) Participate with supervisor in employees’ performance evaluation; or</td>
</tr>
<tr>
<td></td>
<td>Formally appraise employees’ performance and discuss appraisal with them, making a final recommendation to advance or withhold merit increments.</td>
</tr>
<tr>
<td></td>
<td>g) Recommend appointment or rejection upon completion of probationary period.</td>
</tr>
<tr>
<td></td>
<td>h) Interview employees with attendance or performance problems.</td>
</tr>
<tr>
<td></td>
<td>i) Act as first formal step in the grievance procedure.</td>
</tr>
<tr>
<td></td>
<td>j) Interview candidates for vacant positions in the unit.</td>
</tr>
<tr>
<td></td>
<td>k) Give opinion to supervisor on selection of new employees; or</td>
</tr>
<tr>
<td></td>
<td>Make final decision on selection of employees.</td>
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<tr>
<td></td>
<td>l) Other.</td>
</tr>
</tbody>
</table>

F. Key Personal Contacts

<table>
<thead>
<tr>
<th>Who (what positions or groups)</th>
<th>Purpose</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervisor</td>
<td>Overall direction and required approvals</td>
<td>Daily</td>
</tr>
<tr>
<td>Project partners</td>
<td>Collaboration on, co-ordination of</td>
<td>Weekly</td>
</tr>
</tbody>
</table>
program development and ongoing operations

<table>
<thead>
<tr>
<th>Students</th>
<th>Information, non academic support, homestay support</th>
<th>Daily</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional colleagues</td>
<td>Information, program, development and administrative, advice</td>
<td>Daily</td>
</tr>
<tr>
<td>Administrative staff</td>
<td>Information, program development and administrative, advice</td>
<td>Daily</td>
</tr>
</tbody>
</table>

G. **Tools, Equipment, or Machinery Used**

<table>
<thead>
<tr>
<th>Name</th>
<th>Purpose</th>
<th>Percentage of time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer</td>
<td>Information processing (word processing, database, spreadsheets) as well as Internet and E-mail systems</td>
<td>15%</td>
</tr>
<tr>
<td>Telephone</td>
<td>Voice communication</td>
<td>5%</td>
</tr>
</tbody>
</table>

H. **Working Conditions**

Describe any adverse conditions that are normal and expected in the job.

a) **Describe weights lifted:**

<table>
<thead>
<tr>
<th>Type</th>
<th>How Heavy</th>
<th>Percentage of time</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td></td>
<td>%</td>
</tr>
</tbody>
</table>

b) **What working conditions** (sitting, standing, bending, reaching) or types of **physical effort** (hiking, walking, driving) are required?

<table>
<thead>
<tr>
<th>Type</th>
<th>Percentage of time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Normal office environment</td>
<td>50%</td>
</tr>
<tr>
<td>Plus</td>
<td></td>
</tr>
<tr>
<td>Outdoor activities</td>
<td>5% if required to escort only</td>
</tr>
</tbody>
</table>

c) **Describe any physical hazards present:**

<table>
<thead>
<tr>
<th>Type</th>
<th>Percentage of time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Occasional travel in adverse weather</td>
<td>5%</td>
</tr>
</tbody>
</table>

d) **Describe special physical conditions leading to discomfort:**

<table>
<thead>
<tr>
<th>Type</th>
<th>Percentage of time</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td>%</td>
</tr>
</tbody>
</table>

e) **Interpersonal Conditions**: Check any of the following conditions, which are normal and expected in the job and give examples:

- High level of dissatisfied clients
- High level of emotional clients
potential for physical abuse from clients
- regular critical deadlines
- high level of irregular critical deadlines
- constant interruptions
- instructions from more than one source
- students or staff under work related stress
- Other:
  - balancing instructions and advice from more than one source inside and outside the College
  - evaluation of the Program and its project participants, College personnel, partners and outside evaluators
  - hearing complaints from host families, students, and/or instructors
  - operating within a constantly changing learning, innovating and entrepreneurial environment

f) Travel Required

(To meet with potential host families and student airport pickup):

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<table>
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<tr>
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<tbody>
<tr>
<td>a)</td>
<td>average number of trips annually</td>
</tr>
<tr>
<td>b)</td>
<td>average number of days per trip</td>
</tr>
<tr>
<td>c)</td>
<td>average distance per trip</td>
</tr>
<tr>
<td>d)</td>
<td>most frequent mode of transportation</td>
</tr>
</tbody>
</table>

I. Organization Chart

- Complete portion above dashed line whether the position supervises or not.
- Complete portion below dashed line if this position supervises others.

IMMEDIATE SUPERVISOR’S POSITION
Title: Coordinator, International Education
Classification Level: BU 08

PEER POSITIONS: (all those reporting to the same immediate supervisor)
Title: Admissions Officer  Title: Student hires  Title: 
Classification Level: BU06  Classification Level: Student  Classification

SUBJECT POSITION TITLE: International Student Advisor

SUBORDINATE POSITIONS:
Title:  Title:  Title:
Classification Level:  Classification Level:  Classification Level:
No. of Employees:  No. of Employees:  No. of Employees:
PART III – SIGNATURES

I confirm that this describes the duties and responsibilities I require of an incumbent in this position and have reviewed the description with the incumbent (where applicable).

……………………………………………
Dean/Director or Designate

……………………………………………
Incumbent

Date: …………………………………….

I have read the foregoing position description and understand that it is a general description of the duties and responsibilities assigned to the position I occupy.

………………………………
Incumbent

Date: …………………………………….

PART IV - QUALIFICATIONS

To be completed by the Dean/Director or designate

A. Minimum Knowledge, Skills, and Abilities Required

- Minimum three years of experience working in International Education in a post-secondary institution.
- Experience studying abroad in a post-secondary environment.
- Fluency in at least one other language other than English is preferred.
- Must be a Canadian citizen or permanent resident of Canada.
- Goal-oriented with ability to act responsibly and enthusiastically.
- Very outgoing and personable.
- Dedication to excellent customer service.
- Well organized with an attention for detail.
- Strong verbal and written communication skills.
- Comfortable and enthusiastic in a wide range of cultural groups and cross-cultural relationships.
- Effective time management skills.
- Ability to keep accurate records.
- Ability to communicate clearly in English to non-native speakers
- Must be able to work flexible hours as needed, including weekends and holidays.

B. Licenses, Certificates Required - Give title and section of any legislation, regulations, or other authority where applicable.

Post-Secondary degree in International studies, Social Science or Humanities.
Must be a licensed Regulated International Student Immigration Advisor (RISIA) or willingness to prepare and successfully complete the RISIA certification exams is required.
Valid Class 5 Yukon Drivers Licence, with willingness and ability to complete the Class 4 required.

C. Other skills and/or knowledge which may be desirable, but not necessarily essential to the performance of the position’s duties.

N/A
PART V – COLLEGE SIGNOFF

Comments: I approve this position description as being representative of the work I require to be performed and that the responsibility levels identified have been delegated to this position.

………………………………………..
Director, Human Resources Services

………………………………………….
College President

Date: .........................................

Date: .........................................

FOR HUMAN RESOURCE SERVICES USE ONLY:

<table>
<thead>
<tr>
<th>Evaluation Point Results:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge and Skills:</td>
<td>106</td>
</tr>
<tr>
<td>Accountability:</td>
<td>35</td>
</tr>
<tr>
<td>Mental Demands:</td>
<td>26</td>
</tr>
<tr>
<td>Working Conditions:</td>
<td>Office Environment</td>
</tr>
<tr>
<td>Total Points:</td>
<td>167</td>
</tr>
<tr>
<td>Pay Level:</td>
<td>BU06</td>
</tr>
</tbody>
</table>