

## Job Description

### Co-ordinator – AYP (Academic Year Program)

*Providing international visitors with an opportunity to enrich their lives through a unique Canadian cultural learning experience.*

#### Position:

Co-ordinator – AYP (Academic Year Program)

#### Reports to:

Manager, AYP (Academic Year Program)



#### Position Summary:

Informed by Muskoka Language International's (MLI's) mission statement and service values, the International Education Co-ordinator – AYP (Academic Year Program) **Supports International students** during their academic year study period in Canada, working with **international partners** to **organize** the student's program in Canada, **managing the student process** – application, registration, course selection, and government documentation prior to the student's arrival in Canada. Once the student is here, the International Education Coordinator serves as **custodian**, providing **personal support** and **counseling**, **monitors** the student's progress and **manages their experience** in Canada to ensure overall academic and experiential **success**. Work is executed **in-office** (either Toronto or Vancouver) **with extensive travel** to various communities across Canada to visit with the students, their schools and host families.

**Position Description:** *(The job duties listed hereafter are an overview of the minimum requirements of the position and do not include all of the duties inherent, included or associated with the job or with the performance of the job.)*

#### 1. Student support and Care

- *Assumes role of Custodial Guardian for students in the AYP program*
- Acts as the main contact for the student and consult with teachers, parents, administrators, school boards, community agencies, and homestay families as necessary
- Arranges for or attends arrival and departure to provide assistance for the student
- Arranges transfers to/from airport for arrival/departure
- Assists student at school registration
- Signs general school permission forms
- Collects and processes interim and school reports
- Maintains regular contact, providing continuous support and counsel with the student via email, skype, and other social media, includes crisis intervention as needed and being on call for emergency issues
- Monitor the progress of the student during their stay in the program (i.e. academic, attendance, social and emotional development, etc.); performs in person visit 2 times per semester; processes information sharing with overseas agent/parents.
- Advocates on the student`s behalf – in the event of incident/issue with the school or local authorities / or in need of medical assistance

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### **2. Administration and Data Management**

- Receives and processes international students' applications assess applications, review academic and other pertinent information/documentation and determine admissibility
- Provide appropriate documents for accepted students to apply for study permits through Citizenship and Immigration Canada (CIC), this includes signing official Custodianships documents.
- Provides administrative support to the AYP team in a variety of tasks including, but not limited to processing the new student applications, preparing materials for students, collecting reports from schools and other entities, airport assistance for students, etc.
- Maintains detailed, accurate and up-to-date files on the student in both electronic (database) and paper formats at all times
- Provides timely student reports to the agents, school, natural parents as required by program
- Tracks and organizes department data, including student, school and agent information
- Plans and coordinates various events such as familiarization tours for clients, team visits to out of town students, orientations, meetings, etc.
- Gathers, Reviews and Completes monthly reports, and any necessary reports at different intervals during the program cycle
- Ensures database is current and maintained
- Handles daily and general office administration functions
- Works with confidential information

### **3. Communications / Relationships**

- Liaises with International Contacts / Agents / Sales Support teams
- Establishes and maintains excellent relationships with overseas agents who send students to our programs, and work to support their efforts to recruit more students to our program
- Handles and mediates any problems that may occur with overseas clients
- Responds to inquiries, liaise and communicate with prospective applicants
- Liaises with all program parties to ensure all goals are met for the student's program from beginning to end
- Performs designated duties as assigned for marketing or sales purposes
- Assists in design and execution of specialized familiarization tours profiling new towns or products for new or current clients
- Provides language support to the sales teams on calls, during student interviews, meetings and interpreting material
- Liaises with agents, educating them regarding MLI's programs
- Supports the efforts of the sales team as MLI expands into the various markets

### **4. Financial**

- Coordinates and forwards accounts payables and receivables pertaining to each student to the Accounting department
- Processes and maintains accurate financial information regarding all international student cases, e.g., collecting application, registration, tuition, custodian, insurance, and homestay fees, etc.

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#### **5. Other:**

- Follows all elements of applicable legislation, and MLI policies and procedures as appropriate for the position, including but not limited to Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, Employment Standards Act, and Occupational Health and Safety Act.
- Assists co-workers with their job responsibilities during peak periods.
- And performs any other duty assigned by the Manager

#### **Education**

Degree or diploma in a related field of study

#### **Experience**

- 3 - 5 years of working within the International Education business preferably as a student counsellor
- Experience in youth and/or counseling work
- Working knowledge and understanding of the Canadian Immigration system and its requirements
- Working knowledge and understanding of the Canadian High School Education system and policies on student admissions.
- Working in fast paced environment with ability to adapt quickly
- Experience with public speaking
- Experience dealing with complex interpersonal situations with colleagues, students, families, etc

#### **Technical Skills**

- Excellent command of Microsoft Office 365 Suite including advanced skills in Excel, Word, Outlook and Power Point
- Adept with social media applications
- Excellent English and Japanese written and oral communication skills are required (bilingual)
- Additional language skill such as Spanish, German or Portuguese are an asset

#### **Other Requirements**

- Valid driver's license and at least 5 years continuous driving experience; comfort in driving with other passengers and for long distances
- The candidate must be willing to take calls or work outside of regular work hours, when necessary – and participate in an on call rotation
- The candidate must have a clear criminal record and be willing to obtain a criminal record check
- Interest in, experience with, and a strong knowledge of the Canadian High School Education system
- Canadian Citizen or a landed Permanent Resident
- Eligible and willing to sign student custodianships forms



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### Working Environment

This position involves a great deal of travel to local communities and requires the incumbent to work in office, at home, on the road, in community, etc.

### Hours of Work

This position is based on a 40 hour work-week, hours will vary on a day to day and week to week basis, and may include days, evening and weekends as directed by students and organizational needs.

#### ***Our goal is for each visitor to:***

***Develop:*** knowledge, skills and abilities that will enrich their lives - ***Experience:*** a new way of life in a safe and secure environment - ***Share:*** ideas and perspectives with people from different cultures - ***Create:*** new bonds and relationships that will last a lifetime - ***Discover:*** the many things we share with people everywhere - ***Improve:*** fluency in English at school and with your host family