

Visitor Services Specialist

University of Alberta

This competition is open to all applicants however; internal candidates and applicants who were former employees of the University of Alberta in the past 18 months will be given priority consideration before external candidates. Please log in to verify your internal candidate status.

This position is a part of the Non-Academic Staff Association (NASA).

This position offers a comprehensive benefits package which can be viewed at: <https://www.ualberta.ca/faculty-and-staff>.

Location - Work primarily takes place at North Campus, Edmonton. This role is hybrid with a mix of remote and in-person.

Working at the University of Alberta

The University of Alberta acknowledges that we are located on Treaty 6 territory, and respects the histories, languages and cultures of First Nations, Metis, Inuit and all First Peoples of Canada, whose presence continues to enrich our vibrant community.

The University of Alberta is a community of knowledge seekers, change makers and world shapers who lead with purpose each and every day. We are home to over 14,000 faculty and staff, more than 40,000 students and a growing community of 300,000 alumni worldwide.

Your work will have a meaningful influence on a fascinating cross-section of people — from our students and community members, to our renowned researchers and innovators, making discoveries and generating solutions that make the world healthier, safer, stronger and more just. <https://www.careers.ualberta.ca/>.

Working for University of Alberta International

The U of A is committed to preparing students to be engaged global citizens, mobilizing our research to solve global challenges and collaborating with partners to uplift communities locally and around the world.

Driven by this vision to positively impact our students and the global communities we serve, the University of Alberta International (UAI) works with a broad range of internal and external communities to foster the creation of an internationally vibrant learning and research environment.

UAI supports the university community in the development and delivery of impactful international experiences, partnerships, and opportunities to foster global citizenship for students, faculty, and staff.

UAI lies within the portfolio of the U of A Office of the Provost and Vice-President (Academic).

Position

Reporting to the Associate Director, Settlement Services and Visiting Programs within the International Student and Visitor Services (ISVS) unit, the Visitor Services Coordinator is responsible for the coordination of settlement services for international Academic Visitors (Persons of Interest), including providing immigration support for interns and post entry immigration supports for student-visitors.

These responsibilities include but are not limited to: liaison for academic visitors, collaborating with academic hosts, supervisors, and other campus units, (including) Human Resources, OneCard Office, Employment Services, Risk Management, Health, Safety + Environment, University of Alberta Libraries, VP Research and Innovation, University of Alberta International; and orientation program development, maintenance of files and database, document preparation, and first point of contact for registration and inquiry purposes.

This position is also responsible for the efficient and effective management of the day-to-day, frontline operation of the International Service Centre. Essential functions:

- Facilitate the arrival and settlement of international persons of interest, including interns and visitors such that they are able to accomplish their academic objectives for the specified time that they are at U of A.
- Provide immigration advice to visitors, faculties and administrators. Advice may be related to individual cases or to policy issues and university procedures. As such requires full and valid membership with the College of Immigration and Citizenship Consultants.
- Enhance University community members' skills when working with international visitors Services and programs are provided to short-term visitors and delivered in a complex intercultural environment with over 2,000 persons of interest annually from approximately 25 countries.

Duties

Advising: 50%

- Coordination of settlement services for International Academic Visitors (Persons of Interest)
- Liaise with various campus offices and services

- Creates and implements academic visitor orientation and onboarding events and resources
- Identifies problems related to academic visitor settlement and registration and engages with academic visitors and department administrators to achieve resolution, provide advice, and communicate decisions
- Liaises with Shared Services Regulated Canadian Immigration Consultants (RCIC) to confirm appropriate immigration invitation processes as per U of A policy
- Provides immigration support for interns and post-entry to Canada immigration support for student visitors
- Provides general immigration processes to Academic Visitors and administrators of academic units, and escalates to HR immigration specialists where necessary
- Reviews and responds to written, verbal and in-person inquiries from Academic Visitors and departments, determining appropriate actions to be taken
- Advises academic visitors on immigration issues by consulting, researching and interpreting immigration legislation and regulations to guide academic visitors to the best course of action to facilitate their entry to Canada and mitigate risk to the University by ensuring that academic visitors are in compliance with Immigration, Refugees and Citizenship Canada (IRCC) and Canada Border Services Agency (CBSA) requirements
- Counsels on interpersonal and settlement issues such as isolation/integration that affect an individual's experience as an academic visitor
- Provides links to supports in the community (on and off campus) on a range of issues impacting academic visitor integration and success such as health, social service, academic and career development supports

Program development and delivery 30%

- Develops programs to meet both the needs of visitors and accomplish the objectives of the University. Programming is innovative and flexible and responds to current needs. Programming addresses immediate settlement needs, assisting them to achieve their academic, personal and professional goals. Programming enhances the campus environment such that international visiting students and interns can contribute fully to the university community
- Responsible for program design, operation and evaluation. Prepares budget estimates for annual programming expenses and is accountable for meeting programming objectives within the approved budget.

Outreach Activities 5%

- Works with External Relations to create accessible, informative and current website resources
- Builds awareness of categories of Academic Visitors within campus offices

Operational Human Resource Activities 8%

- Maintains knowledge of invitation and registration documentation required for Academic Visitors. Documentation may include but is not limited to, waivers, e-forms, immigration invitation letters
- Tracks and ensures accuracy of Persons of Interest data within the Human Capital Management (HCM) system.
- Stays current with campus processes for inviting, registering and paying Academic Visitors Stays current with UAPPOL regulations and standards governing the University community (culture of care, ethics, employment standards)
- Responsible for daily management of the International Service Centre (ISC) to ensure that advising intake and client services run smoothly
- Responsible for administration of Source 6 University of Alberta Health Insurance Plan (UAHIP) for Academic Visitors

Staff Supervision 2%

- Establishes job descriptions and staff policies for direct report casual staff (student staff)
- Hires, trains, supervises and evaluates direct report casual staff (student staff)
- Sets and manages performance expectations for direct report casual staff (student staff)

Qualifications

- A university degree in a related discipline
- Experience with the relocation needs of sojourners
- Professional designation as a Registered Canadian Immigration Consultant (RCIC)
- Specialists require knowledge in the following areas (not listed in order of priority):
 - Adult education principles and training
 - Current knowledge of the Immigration and Refugee Protection Act and regulations, and Citizenship and Immigration Canada operating manuals
 - Higher education policies, procedures, and governance
 - Information and privacy standards as they apply in academic institutions
 - Intercultural communication practices
 - International Education Systems and Education Cultures
 - Issues facing sojourners, particularly international short-term academics
 - Student development and student advising theories and practices
 - Supervisory best practices and coaching models
 - University of Alberta policies and procedures

Essential skills:

- Advising, counselling and negotiation skills
- Ability to assess individuals at risk
- Ability to work in a team both collaboratively and in leadership roles
- Analytical reasoning, problem-solving and organizational skills

- Communication skills, particularly intercultural communication skills
- Computer skills, including word processing, spreadsheets, databases, electronic mail and internet use
- Effective writing and self-editing for a business environment including writing and editing documents such as proposals and position papers
- Teaching and facilitation skills, including online formats to facilitate remote learning
- Human relations skills such as managing, supervising and mentoring students and staff
- Interpersonal skills such that relationships of trust can be formed across cultural, gender, and religious lines with affirmation and respect
- Program planning, implementation and program evaluation skills
- English language fluency is required and a second language is an asset

To apply, please visit: <https://apptrkr.com/5486613>

The University of Alberta is committed to an equitable, diverse, and inclusive workforce. We welcome applications from all qualified persons. We encourage women; First Nations, Métis and Inuit persons; members of visible minority groups; persons with disabilities; persons of any sexual orientation or gender identity and expression; and all those who may contribute to the further diversification of ideas and the University to apply.

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