MOUNT ALLISON UNIVERSITY

Position Posting

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<tr>
<th>Position Title:</th>
<th>Manager, International Collaborative Programs</th>
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<tr>
<td>Position #</td>
<td>4111</td>
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<tr>
<td>Department:</td>
<td>Registrar’s Office, Student Affairs</td>
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<tr>
<td>Classification:</td>
<td>Admin level 6</td>
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<tr>
<td>Supervisor’s Title:</td>
<td>Director of Recruitment, Admissions and Awards</td>
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<td>Posting Date:</td>
<td>October 31, 2019</td>
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Position Summary:

Reporting to the Director of Recruitment, Admissions and Awards (DRAA), and in collaboration with the Director of Student Life & International Affairs, the Manager, International Collaborative Programs is responsible for overseeing the development, growth, and management of new and existing short-term English and academic programs, including collaborative programs with Mount Allison’s partners.

This position provides oversight in the areas of marketing, communication, and staffing, as well as program development, delivery, and evaluation. This includes hiring and supervising staff, as well as being responsible for the overall student experience, in and away from the classroom. The incumbent works closely with Mount Allison staff and affiliated stakeholders to bring a coordinated approach to recruitment, admissions, and program development, and is ultimately responsible for ensuring programs are successful, sustainable, and meeting current and emerging market needs.

This position serves as the primary contact and liaison for Mount Allison’s international collaborative English and academic programs. The incumbent also advises students and agents on the admission process and prepares related reports.

*Please refer to section B for the required Qualifications, Education and Skills

Hours of Work: This is a full-time term position for approximately two years.

Date of Closure: Applications will be received by the Human Resources department on or before November 15, 2019 or until the position is filled. Please forward resumes to hr@mta.ca

Position Description

A. Position Responsibilities

International Marketing & Communication

- Under the supervision of the DRAA, liaise with admission counselors on recruitment for various international programs
- Through use of available CRM systems, identify, track, and communicate with students throughout the registration and arrival stages
- Coordinate with external partners on shared marketing and communication initiatives
- Keep abreast of admission requirements and programs across faculties and degree programs, including changes to degree requirements, academic and other university regulations
- Provide training to other recruitment staff on new and existing programs for international students
• Remain informed on factors that impact student mobility (e.g. political, visa requirements, economic, social, environmental) and share useful insights with the recruitment team
• Work with marketing teams in NBCC and the University to prepare relevant marketing materials and initiatives

Program Development
• Take on oversight responsibilities for the development of new and collaborative English and academic preparation programs; liaise with the Registrar’s Office and internal/external partners as necessary
• Take on responsibility for the oversight and growth of existing English and academic preparation programs, including communication with partners
• Partner with relevant departments on student wellbeing
• Coordinate key components of programs including: on-campus housing, arrival/departure logistics, staff hiring and supervision, field trips, academic and support advising, Liaise with other university staff and departments as necessary
• Identify and address issues impeding the successful execution of programs

Student Support
• Provide support for students from first point of contact, to enrolment, arrival, and through to departure
• Coordinate complementary activities and events
• Ensure students are informed of continuing education options
• Act as the on-campus and online resource for prospective students, parents, agents, and other stakeholders

Perform other duties as assigned

B. Qualifications

• A university degree
• A minimum of three years’ work experience in a post-secondary environment; experience with recruitment, admissions, marketing, program design, international student support, and/or EAL teaching and administration will be considered an asset
• In-depth knowledge and understanding of international educational systems, English language proficiency testing standards, as well as issues related to detection of documentation fraud
• Proven program and/or project management experience in a cross-cultural setting, including implementation, tracking, reporting, analysis, and budget management
• Excellent communication and interpersonal skills, strong intercultural sensitivity and cross-cultural communication skills, and the ability to cultivate and build lasting professional relationships and networks
• Strong problem-solving and decision-making skills within the framework of University policy
• Strong professional customer service ethic
• Ability to assess marketing material and web-content for cultural appropriateness
• Ability to demonstrate initiative, work under pressure, meet deadlines, exercise good judgment, and work independently
• Excellent organizational, multi-tasking, and prioritizing skills
• Polished presentation skills and strong technical/multimedia skills
• Proficiency with computer applications in Microsoft Office, e-mail, presentation software, and a familiarity with student information systems (experience with Ellucian Recruit and Colleague preferred)
• Ability to work flexible, irregular hours including weekends; some travel required
• Experience with international travel for professional purposes
• A valid driver’s license and a valid passport
• Ability to communicate in both official languages recommended; ability to communicate in other languages will be considered an asset