Preference will be given to qualified full-time employees within the bargaining unit at Sheridan College. Should a suitable candidate not be found, external candidates will be considered.

**Senior International Services Coordinator (Customer Service)**

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| **Faculty/Department:** International Centre | **Employee Group:** Support Staff |
| **Campus:**  Trafalgar (May be assigned activities at any Sheridan campus) | **Payband:** H |
| **Reference Number**: 19/S/28 | **Hourly Range:** $31.06 - $36.06 |
| **Hours:** 8:30am - 4:30 pm | **Hours/Week:**  35 |
| **Application Deadline:** April 16, 2019 | |

Under direction of the Associate Director, International Services and Study Abroad, the Senior International Services Coordinator serves as a lead for the Customer Service Team while supporting the achievement of Sheridan’s internationalization objectives through provision of student related information, student engagement programming and ongoing improvement of procedural and process related functions of the International Centre. The incumbent provides leadership and technical guidance; ensuring in-depth understanding and fulfillment of client’s needs; instilling service excellence through continuous improvement of services and resources while improving international student satisfaction and promoting retention and engagement of international students on campus.

**Specific Responsibilities Include:**

* Identifying needs and develops strategies and recommendations to assist with the day-to-day operations and long-term planning for the customer service team;
* Developing and providing training for new and existing Customer Service team members to ensure consistency in policy and process administration;
* Serving as a team lead to facilitate problem resolution with complex cases at first point of contact, in person, over email or phone by analyzing circumstances, utilizing services, programs and appropriate use of referrals;
* Responding to requests for information and questions by providing accurate and thorough explanations on all aspects of student life at Sheridan through phone, email and in person responses.
* Maintaining an extensive database/inventory of information about academic programs (unique aspects, features and benefits), academic (admission) requirements and non-academic information to provide interested parties with the most relevant, accurate and up-to-date information available;
* Developing best practice standards and procedures for international student events and activities;
* Arranging engaging, safe and varied on-site and offsite events and activities for international students in support of their acclimatization to Canada and Sheridan;
* Providing administrative and recruitment support for the International Centre;
* Performing other related duties as assigned.

**Qualifications:**

The successful candidate will possess the following qualifications:

* 3-year diploma/degree in International education, public relations, social service work, business or related field along with a minimum of 5 years of practical experience working with international students in a post-secondary environment with an emphasis on intercultural communication (or an equivalent combination of relevant education and experience)
* Demonstrated leadership abilities are required
* Self-directed, resourceful and displays initiative
* Effective communication and interpersonal skills with the ability to able to handle stressful situations in a high-paced environment
* Fluency in a second language other than English preferred. Languages considered include Hindi, Punjabi, Mandarin, Arabic, Farsi, Russian, Korean, Vietnamese, Spanish or Portuguese (or other languages as dictated by market needs)

Sheridan welcomes diversity in the workplace and encourages applications from all qualified individuals, including visible minorities, Indigenous People, and persons with disabilities. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), Sheridan is committed to accommodating applicants with disabilities throughout the hiring process.  At any stage of the hiring process, Human Resources will work with applicants requesting accommodation.

Note: Copies of educational credentials are requested at the time of an interview. As a condition of employment, Sheridan requires confirmation of educational credentials in the form of an official Canadian transcript or an official evaluation of international credentials which determines Canadian equivalency.

**Please apply online: https://www.sheridancollege.ca/working-at-sheridan.aspx**