**SUMMARY:**

International Student Services (ISS), a unit within the Department of Student Services, is a centralized resource which provides services, information and supports for all international degree-seeking students, incoming and outgoing exchange students, visiting and visiting research students.

Under the direction of the Associate Director, International Student Services (ISS) the Frontline Assistant coordinates the front desk and provides settlement and non-academic advising for students. This position also supports the Associate Director, ISS, Coordinator, International Student Advising and International Student Advisers (ISA). The Frontline Assistant is often the first point of contact for international students coming to the university and UVic students participating in education abroad programs. A key function is providing frontline support for students regarding UVic’s mandatory temporary medical insurance program (MTMI) and BC Medical Insurance.

The Frontline Assistant is responsible for providing administrative support for the ISS team including booking appointments for students to see ISAs and Student Exchange Advisers (SEA). The Frontline Assistant coordinates the ISS calendar, and processes budget reconciliation to include payment of invoices and tracking receipts. The Frontline Assistant arranges meetings, prepares correspondence, processes mail, maintains paper and electronic filing systems, processes timesheets and cheque requisitions, prepares information packages, helps coordinate events, trains and supervises student staff and performs other duties similar in scope and complexity as assigned.

**MAJOR RESPONSIBILITIES AND DUTIES:**

1. **Responsibility: Provides frontline support and reception services for International Student Services 65%**

**Duties:**
- Initial assessment for all in-person enquiries; determine the nature of enquiries, eligibility for requested procedure (e.g. incoming international, incoming outgoing exchange, study abroad, etc) and the appropriate response, including completing any research necessary to inform this response. Evaluate whether complexity of request requires referral to an Adviser or elevation to one of the Coordinators or the Associate Director.
- Provide settlement and non-academic advising to international students.
- Provide advice and guidance on MTMI and provincial medical insurance requirements and processes.
Liaise with MTMI vendor, guard.me, Health Insurance BC, and UVSS and GSS Extended Health and Dental plans to support student enquiries. This includes researching to problem solve and make recommendations to streamline or improve processes and communication.

Respond to email and telephone enquiries from students, parents, staff and faculty, create responses and/or refer enquiries as appropriate.

Contact students on behalf of ISS regarding decision of outcome regarding requests.

Provide referrals to the appropriate office or person in the Student Affairs, Administrative and Academic units and departments internal to UVic and external to UVic organizations, institutions and other resources.

Correspond with students, faculty, staff and external agents regarding sensitive information.

Liaise with external agencies, financial institutions, housing, etc., related to settlement services for students and families.

Provide clear, accurate and current information regarding the responsibilities, services and policies of ISS and UVic.

Support students, parents and others in emotional situations while remaining calm and professional. May include providing advice and direction regarding options.

Book student appointments with Advisers, Coordinators and the Associate Director.

2. Responsibility: Proactive administrative support for ISS staff 20%

Duties:

- Maintain the communal office space and reception to ensure resources are well equipped, organized, tidy and accessible.
- In collaboration with the Coordinator, ISA, maintain the Frontline Advising training manual by revising and updating processes and procedures to ensure clarity and consistency.
- Handle and maintain paper and electronic filing systems in accordance with Freedom of Information and Protection of Privacy Act and according to UVic Directory of Records Management System.
- Support administration for highly sensitive and confidential student information.
- Process and maintain records for student staff (workstudy, casual) payroll.
- Maintain monthly statistics and produce reports on request.
- Train staff who provide front desk coverage, including student staff, on reception, customer service, non-academic advising related items and support further student staff training within the department as required.
- Calendaring and meeting preparation for events and larger meetings.
- Record, circulate and post meeting agenda and minutes for ISS team meetings
- Review and process incoming email by responding or referring as appropriate.
- Organize briefing and planning sessions with ISS leadership team (Associate Director and Coordinators) and anticipates required elements and sufficient planning time for events, including supporting logistical details. This includes assisting with event planning by booking facilities, preparing materials, ordering catering and ordering supplies.
- Prepare, proofread and edit correspondence on behalf of the Associate Director and Coordinators.
- Support the revision and creation of forms for International Student Services processes, including shared processes with other units.
- Perform filing, photocopying, word processing and other related clerical duties
- Compose, edit and proofread various types of documents, reports, and forms
3. Responsibility: Providing Administrative Support for ISS budget 10%

**Duties:**
- Supports the management and administration of the ISS budget.
- Processes monthly reconciliation for ISS, including reviewing receipts, and completing invoice payments and reimbursement.
- Orders office supplies and supports scheduling of maintenance for office equipment, including making service requests and ordering supplies and services through FAST and WebReq.

4. Responsibility: ISS Event Support (5%)

**Duties:**
- Support ISS events and meetings by performing administrative tasks such as overseeing event registration and attendance, provide calendar and meeting administration.
- Provide logistical support for events including processing food orders, managing room bookings, organizing supplies and materials.
- Create with guidance from Advisers and Coordinator, event promotion materials.
- Create event materials and documents such as name tags, handouts, and signs.
- Assist with registration and room set-up.
- Coordinate registration and RSVP process before and during the event.
- Coordinate event evaluations and assessment data.

**REQUIRED QUALIFICATIONS:**

**Skills:**
- Proven ability to provide excellent customer service in a fast paced environment on a daily basis.
- Excellent interpersonal, verbal and written communication skills.
- Strong student-service-oriented approach to work.
- Demonstrates good judgment, diplomacy, tact and discretion.
- Awareness, and ability to communicate effectively with diverse cultures with diplomacy and sensitivity.
- Ability to maintain confidentiality.
- Strong organizational and time management skills with advanced attention to detail.
- Experienced and proficient with the use of computerized systems and software.
- Ability to exercise independent judgment within the parameters of the responsibilities of the Frontline Assistant.
- High level of self-direction, with an ability to work both independently and as part of a team, with the capability to back up in other areas of responsibility as necessary.
- Flexible in adapting to changing work priorities and able to work in an environment with constant interruptions.
- Ability to work under pressure, processing a large volume of work and adhering to multiple deadlines.
- This position involves lifting, bending and reaching.
**Specialized Knowledge/Education:**
- Knowledge of office and business administration and relevant best practices, obtained through experience, training, or coursework towards a certificate or diploma
- Familiarity with FAST, Banner or other student record management systems
- Advanced level of computer skills using Microsoft Office
- Post-secondary education would be considered an asset
- Knowledge of settlement services and immigration services is an asset

**Experience:**
- 2 years’ experience in an administrative role.
- Experience must include:
  - Providing administrative support to a high volume professional office.
  - Providing high quality customer service.
  - Handling personal, confidential and sensitive information.
  - Effectively navigating and using a variety of office equipment, software and programs including (MS office, databases, spreadsheets, etc).

Preference may be given for experience in:
- Demonstrated understanding and application of intercultural competencies
- Post-secondary environment and/or international association
- Using large, complex systems (e.g. FAST, Banner, Accordion (Orbis), FAMIS or equivalents).
- Experience working in intercultural organizations would be considered an asset

Equivalent combinations of training, education and/or experience may be considered.

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