



Group: CUPE

Title: International Program Coordinator

Dept.: International Program

Location: International Program

Position Description:

Coordinates support services for fee paying international students in accordance with Ministry of Education and Child Care, provincial policies, Homestay guidelines, and District policies and procedures. The Program Coordinator liaises with host families, international students/families, district staff, and district's agents in other countries.

Reports to:

District Principal of International Education or designate.

Direct Reports:

N/A

Duties & Responsibilities:

- Coordinates the international student admissions process, including school registration and maintaining communication with all stakeholders throughout each stage.
- Ensures the accuracy and activation of student healthcare insurance policies.
- Coordinates transcript validations, equivalency assessments, and English language evaluations.
- Liaise with school authorities regarding student course selection and timetabling.
- Coordinates recruitment of suitable host families for students and processes applications, including criminal record checks, personal references, and other documentation.
- Collaborates with the District Principal to recommend student placements and relocations.
- Assist in planning and organizing orientation sessions for homestay families and international program students.
- Maintain records and a database of all students and their respective host family placements.
- Coordinate consistent communication with the District Principal regarding arrival and departure schedules, student activities, and travel applications.
- Support District Principal to address and resolve issues, manage cultural differences, respond promptly and compassionately to crises, and ensuring Student Recruitment Agreements are current.
- Supports school clerical staff with the collection of necessary admissions documentation, ensuring compliance with district policies and requirements.
- Monitors and reconciles student healthcare insurance accounts.
- Reconciling credit card statements, bank statements, invoices etc., and ensuring expenses are accurately coded.

- Performs accounting duties including accounts receivable and payable, journal entries, cash handling, and account reconciliations.
- Monitors departmental budgets including financial transactions and handling currency.

The above job description reflects the principle functions of the job. Other comparable or transient duties which are within the area of knowledge and skills required by the job description may also be assigned.

Job Requirements: Minimum Qualifications

Education:

- Grade 12.
- Business Administration diploma or equivalent education with a focus on accounting/finance at a post-secondary institute.
- Minimum two (2) years office administration experience.
- Keyboarding 50 w.p.m.

Skills & Competencies:

SKILLS:

- Strong conflict resolution skills and an ability to manage difficult situations with tact and diplomacy.
- Customer service expertise, and proficiency in building relationships.
- Strong collaboration and teamwork abilities
- Proactive and initiative-driven mindset
- Effective communication, organizational and time management skills, along with attention to detail

KNOWLEDGE:

- Knowledge and understanding of cultural diversity.
- Considerable knowledge and/or experience with computerized accounting, bookkeeping and record-keeping systems commensurate with the school's operating procedures.
- Advanced knowledge of computer software in a Windows environment, including word processing, spreadsheet, database, Microsoft Office and web-based applications.
- Knowledge and understanding of district processes in order to communicate effectively to solve practical problems.
- Considerable knowledge and ability to operate and troubleshoot a variety of office equipment.
- Knowledge in preparing and obtaining various immigration documents.

ABILITY

- Ability to approach problem solving and decision making from a multicultural lens.
- Ability to maintain effective working relationships with the public, students, teachers, principals, and other employees, in addition to various outside agencies/suppliers.
- Ability to understand and implement office procedures.
- Ability to organize and prioritize workload with limited supervision including managing requests and problem-solving.
- Ability to convey information and sustain productive working connections.
- Ability to take meeting minutes.
- Ability to establish, organize and maintain accounting, bookkeeping and record-keeping systems.
- Ability to perform tasks requiring extended periods of concentration.
- Ability to handle frequent interruptions while working.
- Ability to adhere to deadlines, including flexibility and adaptability.

RESPONSIBILITY

- Exhibit professionalism and adhere to the district mission, vision, and values as outlined in the strategic plan.
- Adhere to District policies, procedures, and safety protocols.
- Manage confidential and sensitive information with discretion and professionalism.
- Work with minimal direct supervision, following established practices and/or methods.
- Maintain a high level of confidentiality.

WORKING ENVIRONMENT

- Extended periods of sitting or standing in one place.
- Extended periods of keyboarding and prolonged screen time.
- Working in a fast-paced work environment, managing time constraints, and handling interactions with families and host families.
- Work is indoors in clean and well-maintained buildings.
- Work includes time pressures and interruptions.
- Long periods requiring significant concentration.
- High level of contact with students, staff, parents.

SALARY:

- Wages and employment benefits per CUPE collective agreement.

KEY RELATIONSHIPS

Good working relationships with:

- School District 8 Staff
- Homestay Contractor
- Students
- Parents
- Vendors
- Outside agencies
- General Public

Next scheduled revision: Winter 2030

Reviewed and agreed: January 24, 2025

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