

POSITION TITLE: Administrative Assistant, International Programs

DEPARTMENT: English Language Institute

GRADE: 12

REPORTS TO: Assistant Director, English Language Institute

EFFECTIVE DATE: April 1, 2025

General Accountability:

The Administrative Assistant provides administrative support to ensure the smooth and efficient operation of all Renison International programs and Continuing Education offerings. Working closely with the Registration Coordinator/Senior Administrative Assistant, this role is responsible for maintaining accurate records, assisting with student inquiries and registrations, and executing administrative tasks. This role also works closely with the Manager, Communications and Special Projects SACE, Renison's Student Experience and Housing (SEAH) team, as well as external partners, to communicate student arrival and departure information.

KEY ACCOUNTABILITIES:

Administrative Duties

- Respond to all general inquiries and student requests
- Support with program inquiries
- Enroll students in UHIP/Guard Me and distribute cards
- Oversee all aspects of OOPT testing
- Enroll EFAS students in ARES termly
- Book classrooms for CAPE
- Support with transcript / certificate generation
- Assist with sending transcripts to students and/or partners
- Support with generating and/or reviewing letters of acceptance
- Prepare student letter requests, such as, but not limited to registration, confirmation, late registrations, scholarship letters, for review by the Registration Coordinator/Senior Administrative Assistant
- Send attendance to scholarship providers
- Track and order supplies
- Track visa refusals
- Compile program statistics
- Assist with compliance reporting
- Monitor for unpaid student fees
- Update/track program dates and fee information
- Review invoices from transportation companies for accuracy
- Reconcile arrival/departure transportation invoices and submit to Finance
- Support Registration Coordinator/Senior Administrative Assistant and CE Programs Coordinator as needed
- Support with CE registration

Student Arrival/Departure Communication

- Collect flight information from partners or students
- Liaise with external companies to arrange transportation
- Inform SEAH of arrivals/departures
- Prepare and send arrival/departure instructions
- Update ELI spreadsheet with booking information
- Communicate last minute changes/updates to appropriate areas (SEAH, Airways, etc.)

Qualifications:

- Undergraduate degree and/or College diploma with a focus in Business Administration / Office Management
- Administrative experience working with databases and student information systems
- Experience working at an educational institution
- Experience working with international student population is an asset
- Exceptional communication skills both verbal and written
- Exceptional intercultural awareness and sensitivity
- Professional demeanor with the ability to maintain confidentiality
- Strong organizational skills
- Demonstrated ability to handle multiple tasks, meet deadlines, and excel in a fast-paced environment characterized by changing priorities
- Flexible, resourceful and approachable
- Excellent interpersonal skills and proven customer service orientation when dealing with others
- Strong problem-solving skills
- Strong time management and scheduling skills
- Detail oriented
- Knowledge of English language learners needs
- Knowledge of the University of Waterloo and the services it offers
- Advanced knowledge of Microsoft Office (including Word, Excel, PowerPoint and Outlook)
- High level of comfort and skill using a variety of software (ARES, Greymatter, etc.)

Working conditions:

Physical Effort: Work activities involve alternating positions of light physical activities. Majority of time is spent in a comfortable position with frequent opportunity to move about at will.

Physical Environment: Works in an environment with occasional exposure to mild unpleasant conditions. There may be a remote possibility of risk of accident or health hazards.

Sensory Attention: Work activities involve need to concentrate on a variety of sensory inputs for intermediate durations at a time, requiring close attention several times daily. If sensory activities are interrupted, time is required to backtrack to resume activities. The need for detailed or precise work is moderate.

Mental Stress: Work activities are performed in an environment with occasional exposure to one or more mental pressures. The mental stress would not be noticeably disruptive to the work, nor would the unpleasant reaction be too strong or persistent.