

ADMINISTRATIVE ASSISTANT – International Student Program

Division: 4 (Clerical)

Reports to: District Vice Principal or Designate.

Job Band: 7

Job Summary

With minimal direction, the International Student Program (“ISP”) Administrative Assistant performs clerical duties associated with the International Student Program while working cooperatively with other employees, international students, partner agencies, homestay parents, and the public.

Duties and Responsibilities

- Keyboards and composes a variety of materials, including those of a confidential nature, such as Letters of Acceptance, student reports, Custodian Declarations, student and agency certificates, and Letters of enrolment.
- Inputs and retrieves data in applicable software programs, such as Study Permit expiry dates, medical insurance enrollment, arrival and departure information, Homestay information, agency/parent contact information, and any other student record related items.
- Prepares and maintains student files which includes organizing application forms and supporting documents, report cards, medical insurance information, invoices and receipts, and year-end archiving.
- Organize and maintain student enrollment on group medical insurance and distribution of policies/cards.
- Reconcile the monthly provincial medical and other medical insurance statements by checking for accuracy and ensuring all medical enrollment is up to date.
- Preparing and submitting monthly Homestay Stipend requests for monthly payments to Homestay families.
- Logging student fee payments then generating and distributing receipts to agents and/or parents as requested/required.
- Communication and follow-up with agents and/or parents regarding the ISP application process, completing forms, submitting required documents, etc.
- Drafting and distributing student invoices to agents and/or parents and processing financial transactions for the ISP using the applicable software program.
- Assist the Homestay Coordinator with logging information pertinent to Homestay Families such as Police Information Checks and student travel information.
- Assist ISP Administrator with student transcript validation process as required.
- Create and maintain an inventory of ISP promotional materials for mailouts and recruitment fairs as required.
- Provide assistance to the ISP staff with emergency situations.

- Liaise with school based staff to set up payment/permission form process via the applicable software program for Cultural and Field Trip experiences.
- Collaborate with Program Manager on maintaining an accurate database of active agencies in the applicable software program.

Equipment Used

Computer, photocopier, facsimile machine, postage meter, postage scale, telephone, paper cutter, calculator and other office related equipment.

Required Knowledge, Ability, Skills

- High school diploma or equivalent plus additional office administration coursework of up to and including six months.
- Two years' experience in an office environment.
- Keyboarding speed of 50 words per minute.
- Intermediate level word processing skills.
- Basic knowledge of database computer functions.
- Knowledge of Business English, punctuation, spelling and Business Math.
- Basic level bookkeeping skills.
- Ability to use tact and diplomacy when handling contacts of a difficult or specialized nature, for the discussion and resolution of problems by presenting or obtaining detailed information in contacts with public, parents, staff and students.
- Ability to perform individually and as part of a team.
- Ability to effectively communicate both verbally and in writing.
- Ability to plan and schedule work and organize the workload effectively.
- Ability to work with constant interruptions.
- Ability to maintain close attention to detail for periods of sustained duration and to meet deadlines.