

Job description

INTO NEW YORK AT DREW UNIVERSITY

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Student Services Coordinator

Company background

INTO University Partnerships collaborates with leading universities to provide international students with a personalized and highly supportive learning environment in which to acclimatize to life on a US university campus and prepare for long-term academic success. Since 2006, INTO has launched partnerships to internationalize 19 universities in the US, UK and Asia, including Oregon State University, University of South Florida, Colorado State University, Marshall University, George Mason University and Drew University.

Drew University is a private, liberal arts university located in Madison, N.J., just 29 miles west of New York City. Ranked among the top liberal arts institutions nationwide by U.S. News & World Report, Forbes and Washington Monthly, Drew is also listed in Princeton Review's Best 378 Colleges. Drew has a total student enrollment of 2,019 in three schools: The College of Liberal Arts, the Caspersen School of Graduate Studies and the Drew Theological School. The undergraduate program offers degrees in 30 different disciplines, while Caspersen and the Theological School offer degrees at the masters of arts and doctorate levels.

Reporting line

This position reports directly to the Director of Student Experience at INTO New York at Drew University.

Job overview

To provide support services for INTO New York at Drew University students to assist with their adjustment to life in the U.S. and enhance their overall university experience. The individual in this position has a high level of decision making and authority. Takes responsibility for one or more of the areas listed below. Consults with the Director of Student Experience as needed.

Key accountabilities and duties

Housing

- Respond to INTO New York at Drew University campus housing and arrival inquiries from students, parents and agents
- Be the point of contact for questions concerning campus housing and airport transportation
- Coordinate with University Housing and Dining Services in regards to housing, arrival and departure logistics, policies, and other relevant details
- Provide status and occupancy reports as needed
- Coordinate with INTO New York at Drew University Finance department regarding campus housing policies, accommodation allocations and charges

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- Enhance the student experience by customer-focused interaction with students and the INTO New York at Drew University welcome desk
- Oversee airport greeters including recruitment, selection, training, and supervision
- Shared responsibility for the INTO New York at Drew University emergency/arrival phone

Student Care and Conduct

- Provide guidance and counseling to students who need appropriate resources
- Maintain communication with parents, sponsors and agents in accordance with FERPA, about health and safety, incidents and problems
- Develop and maintain confidential student records relative to conduct and well-being
- Maintain good working relationships with Counseling Services, Student Health Services, Human Services, Office of Disability Services, Campus Safety and other university providers to ensure services for international students
- Attend conduct hearings for international students and provide them with information on legal resources if necessary
- Provide FERPA training to INTO New York at Drew University instructors
- Work with INTO New York at Drew University academic team to address issues of academic success, including assisting with attendance and academic probation processes
- Coordinate and teach the University 101 course, including curriculum development, instructor training and assessment, to improve student adjustment and success
- Develop a written emergency response procedure with Drew University and campus safety policies to address emergencies, disasters, and communication plans with students, staff, and INTO University Partnership stakeholders
- Service as a primary point of contact for urgent and emergency student safety issues

Student Engagement

- Coordinate, promote and deliver the orientation, training and appreciation events as a member of the Student Services team
- Assist with the coordination of the Student Ambassador Program which provides leadership training for Drew undergraduate students
- Manage the Conversation Partner Program
- Develop and oversee programs and activities that align with INTO New York at Drew University learning outcomes, using strategic partnerships where possible
- Plan trips and activities for students
- Responsible for risk management and liability issues and student welfare on trips
- Develop and provide social and cultural programs to engage students
- Deliver welcome receptions and end-of-term celebrations; arrange staff and volunteer attendance at social events
- Track activities budget, maintain profit margin for student services
- Assist with edits to the Pre-Departure Guide and other Orientation and Student Services materials
- Create flyers, PowerPoint presentations, newsletters, etc. as needed to promote Student Services events or programs

Student Services

- Organize new student orientation. Work with all academic, admissions, and finance teams regarding testing, advising, and registration of students. Prepare informational materials and orientation sessions to ensure a successful transition to INTO New York at Drew University
- Collaborate with Mar/Com Coordinator to generate marketing content from social activities and trips such as photos, videos, student quotes, descriptions of student services, etc. as needed
- Liaise with the Admissions Office to provide a comprehensive Pre-Departure Guide for applicants. Work with Regional Managers (where appropriate) to develop orientation sessions for incoming students
- Liaise with Program Coordinators to maintain updated Student Handbooks
- Track Student Services intakes and expenditures to maintain profit margin

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- Coordinate volunteer program, including promotion, recruitment, and selection. Allocate volunteer resources to support social programs, trips, Orientation events, special programs, conversation programs, and others as needed
- Work with outside vendors to provide resources to students during orientation (Bank of America, cell phone company, catering, etc.)
- Other duties as assigned

Location

This position is based at Drew University, Madison, New Jersey

Qualifications

Essential

- Undergraduate degree or equivalent
- Demonstrated competent I.T. skills relative to management and analysis of data
- Excellent verbal and written communications skills

Desirable

- Knowledge of campus housing and/or higher education sector issues, legal issues, etc.
- Master's degree preferred
- Prior supervisory experience
- Previous work with international students or experience living or working abroad
- Experience with student programming
- Experience developing orientation processes
- Experience in a start-up business environment with focus on establishing business processes

Skills and Abilities

- Ability to prioritize, meet deadlines, work under pressure and, when necessary, with minimal resources
- Ability to work with individuals from various cultural backgrounds
- Excellent customer service and presentation skills
- Ability to compose letters and other informational materials in a grammatically correct style
- Ability to work with minimal supervision
- Ability to multi-task and remain calm under pressure
- Willing to be on-call outside of normal business hours
- Able to manage relationships with peers, senior managers, academic stakeholders, parents and students from a wide range of backgrounds
- Able to focus on details and manage time wisely
- Strong analytical and decision making skills

How to apply

To be considered for this position, please submit your cover letter and resume at:

<https://home2.eease.adp.com/recruit/?id=17772802> **PLEASE NOTE: YOU WILL ONLY BE ABLE TO UPLOAD A SINGLE DOCUMENT (PDF PREFERRED). BE SURE TO INCLUDE ALL OF YOUR PAGES TOGETHER AS ONE UPLOAD. ONCE YOU HAVE SUBMITTED, YOU WILL NOT BE ABLE TO GO BACK AND EDIT OR REAPPLY.**

Open until filled.

INTO University Partnerships provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. INTO University Partnerships complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities.