



Canadian Bureau for
International Education
Bureau canadien de
l'éducation internationale

JOB POSTING

TITLE: Academic Manager
Libyan-North American Scholarship Program (LNASP)

SUPERVISOR: Director, LNASP

DIVISION: International Partnerships

LOCATION: Ottawa

LEVEL: Group 5 (full-time unionized position)

* Approximate seven month contract

POSITION SUMMARY

Reporting to the Director, the Academic Manager will be responsible for managing an assigned caseload of students who are sponsored through the new 18-month Libyan-North American Scholarship Program (LNASP) in Canada and the US. This position will focus on meeting results, including timely placements into academic and clinical programs, ongoing academic monitoring of students, and authorizing scholarship benefits according to specified policies and procedures.

RESPONSIBILITIES

All responsibilities, in accordance with CBIE's contractual obligations, serve the overarching goal of the timely graduation of scholarship students and in providing excellent customer service to the client. The duties of this position include but are not limited to the following:

- Works closely with students upon arrival to provide support services, including academic and cultural adjustment counselling, as well as advising and/or providing appropriate immigration information
- Responsible for meeting placement objectives for assigned student caseload, ensuring that they meet academic and/or ERAS application requirements, successfully pass necessary pre-academic or clinical exams and gain timely admission to University programs or the ERAS Match. (Note: Medical and Dentistry students require specific academic guidance and customized placement advice based on their field of specialization and additional reporting requirements.)

- Provides ongoing academic monitoring and advice, which includes regularly gathering and updating students' academic schedules and grades per term and annually to ensure students are progressing according to their assigned study plans
- Maintains regular communication via email and phone with students in a fast-paced environment that requires prompt replies and a high level of customer service while also developing and maintaining relationships and regular communication with appropriate departments at institutions
- Determines eligibility and authorizes scholarship benefits and relevant payments based on thorough review of the student files according to program and sponsor guidelines
- Prepares comprehensive reports and requests, including recommendations based on thorough analysis and summary of the case, on behalf of students for submission to the Ministry
- Enhance ties and communicate in a professional and ongoing manner with key institutions' Admissions Offices in Canada or the US on behalf of students to facilitate ESL, academic or residency training placement (for medical and dentistry students)
- Plays a role in supporting corporate CBIE activities such as membership relations, CBIE conference and other cross team projects and committees, participates in regular staff meetings/events
- Performs other duties as required.

QUALIFICATIONS

- Undergraduate degree and preferably a Master's degree in Social Sciences / Education / International Relations or equivalent work experience in international scholarships and trainee/sponsored student management
- Five (5) years relevant work experience including experience in scholarship management
- Excellent communication skills in English. Knowledge of French and/or Arabic is an asset
- Ability to communicate with judgement, diplomacy and tact with clients from different cultures
- Strong attention to detail and ability to multi-task
- Client service orientation and excellent customer service skills
- Demonstrated familiarity with, or experience in, Arab countries and culture; a range of cross-cultural experience and international development experience preferred
- Excellent interpersonal, organizational and analytical skills
- Strong computer skills (including Microsoft Office Suite and database experience)
- Academic Managers working with Medical and Dentistry students require an excellent understanding of the Canadian/US Medical and Dental Licensing Exams and Clerkships for pre-medical residency training
- Ability to work independently and as a team member; cope with workload pressure and deadlines; and work in a results-based environment
- Interest in/willingness to travel. International and/or domestic travel is required to meet scholars, including evenings and weekends, and to participate in events as necessary
- Thorough knowledge of post-secondary education system in Canada and/or the US.

CBIE offers a comprehensive benefit package which includes an attractive pension plan and group insurance program. For general information on CBIE, visit our website at www.cbie-bcei.ca .

Please send your cv and letter of interest as soon as possible, quoting Competition 16-23, to jobs@cbie.ca in either Word or PDF format or mail to CBIE, 1550 – 220 Laurier Ave. W., Ottawa, ON

K1P 5Z9. The final deadline for applications is **February 3, 2017**; however, **please note that we will begin reviewing cv's immediately**. We thank all candidates for their interest but only short-listed candidates will be contacted.

CBIE is committed to an inclusive, barrier-free work environment and encourages applications from all qualified individuals. Workplace accommodations are available should you be contacted regarding this competition. Please advise Human Resources of any accommodation requirements which must be taken.

January 2017