



Supervisor, International Strategy, Partnerships, and Market Development (INA 41183)
International Enrollment and Business Process Solution
Fanshawe International

Location: London

Employment Group: Admin

Type of Position: Full-time

Salary Range: \$74,175 to \$92,720

Closing Date: November 13, 2023

Working at Fanshawe College

Fanshawe College is committed to the principles of hybrid work and may offer this option to employees whose work can be performed in an alternate location, without adverse impact to the operations of the College, inclusive of our Student and Staff experience. Confirmation of hybrid work options available to you will be clarified upon hire and may be subject to change based on the duties required of your position. Successful candidates will be required to perform work within Ontario and must be available to work on campus, as required.

Note: This is a full-time Administrative position (37.5 hours per week) starting December 15, 2023.

Duties: Under the general direction of the Senior Manager, International Enrollment and Business Process Solutions, the Supervisor, International Strategy, Partnerships, and Market Development, is accountable for the effective operation of the day-to-day processes in support of the International Strategy, Partnerships, and Market Development department at Fanshawe College.

The incumbent leads a customer service team who provide front-line services to internal and external stakeholders through a number of communication channels, ensuring adherence to gold standard service level commitments. The incumbent is also responsible for overseeing/implementing/organizing the administrative tasks associated with partnership contract parameters and liaising with the associated stakeholders. The incumbent works within the parameters set out by Ontario Ministry of Colleges and Universities (MCU) and the partnership contracts.

The Supervisor manages the provincial standards of practice for international education (SPIE) as outlined by the Ontario College Quality Assurance Service.

QUALIFICATIONS

- Post-secondary 3-year diploma/degree in any related field or discipline
- Minimum 5 years' of related, progressive work experience
- Supervisory experience with strong leadership ability
- An equivalent combination of education and/or experience may be considered; preference will be given to applicants meeting the education requirements
- Excellent problem-solving, organizational, customer service and communication skills
- Experience working in an environment with multiple systems, implementing contract terms
- Post-secondary experience preferred
- Demonstrated management ability with excellent negotiation and communication skills

- Demonstrated administrative background including budget responsibilities and supervisory responsibilities
- Must have excellent interpersonal, computer skills and data collection and analysis
- Project/operational management, leadership, conflict resolution, global awareness and supervisory skills
- Ability to foster a team-based approach to operational planning and problem-solving
- Demonstrated initiative and business acumen

While transcripts are not required for the interview, they are mandatory prior to any offer of employment.

How to Apply:

For more information and how to apply, please visit the Fanshawe College website at: <https://jobs.fanshawec.ca/>

We thank all applicants for their interest; however, only those chosen for an interview will be acknowledged.

Fanshawe College is an equal opportunity employer. We are committed to equity, value diversity, and welcome applicants from diverse backgrounds.

Fanshawe College provides accommodations to job applicants with disabilities throughout the hiring process. If a job applicant requires an accommodation during the application process or through the selection process, the hiring manager and the Recruitment Coordinator leading the recruitment will work with the applicant to meet the job applicant's accommodation needs.