



# PROVIDENCE

## STUDENT SERVICES COORDINATOR – PROVIDENCE DOWNTOWN

For nearly a century, Providence has been a Christian academic community in the evangelical tradition that teaches people to grow in knowledge and character for leadership and service. Our vision is to become a leading Canadian Christ-centred university that transforms students into leaders of knowledge, character, and faith to serve Christ in a changing world.

### POSITION OVERVIEW

Reporting to the Associate Director of Student Life, the Student Services Coordinator (SSC) manages the Student Help Desk, assists with the international student orientation, and provides settlement services for international students. Will work with enrollment services, finance department, registrar's office, and academic administration as needed.

### SUMMARY OF DUTIES AND RESPONSIBILITIES

#### STUDENT HELP DESK

- Create Student Help Desk protocols and resources in collaboration with student-facing personnel from the Student Life Department, Enrollment Department, Registrar's Office, Academics, Library, IT Department, and others.
- Train student workers and volunteers in running the Student Help Desk.
- Evaluate and develop the student services provided by the Student Help Desk.
- Update the Prov Downtown Student Handbook regularly.

#### INTERNATIONAL STUDENT ORIENTATION AND SETTLEMENT SERVICES

- Assist with the planning and organizing of international student orientations ("Welcome Week").
- Monitor new students' life cycle stages.
- Provide settlement services for international students including, but not limited to finding accommodations, using public transportation, getting SIN, accessing health care, and others, in collaboration with enrollment recruiters, non-profit organizations, and government agencies.
- Update settlement services resources and guides.
- Monitor health insurance registration and liaise with health insurance companies and/or the International Student Services Coordinator in Otterburne as appropriate.
- Monitor Winnipeg Transit Post-Secondary registration and liaise with Winnipeg Transit.
- Monitor Study Permit expirations.
- Coordinate safety checks on international students as needed.

#### PROJECTS AND PROGRAMMING

- Collaborate with the Campus Pastor and volunteer Campus Chaplain in running spiritual life programming, including church visit, Day of Prayer, and chapel services.



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- Collaborate with the Associate Director of Student Life in running student leadership programming, including Mabuhay Week (Student Leader Training), Election Festivals for student government, and serve projects.
- Lead student clubs, including Sports Club.
- Lead student-facing communications, including bulletin boards, and student magazines (e.g. St/Eder).
- Supervise and collaborate with the Student Services Assistants (student worker) for Spiritual Life, Help Desk and Settlement Services.
- Supervise and collaborate with student volunteers, including Blakett House Managers, Student Services Volunteers and Student Club Presidents.
- Manage department student areas.
- Evaluate the effectiveness of programs and events and recommend future improvements. Identify areas where programs and services would support and enhance student academic success and engagement.
- Propose, develop, and deliver new programs and services as appropriate.

## ADMINISTRATIVE DUTIES

- Manage assigned staff budget.
- Track the department's budgetary use, including overseeing staff and student reimbursement in collaboration with the Finance Department.
- Oversee the use of the Student Lounges and coordinate with Facilities accordingly.

## SERVE ON COMMITTEES

- Attend meetings as necessary.

## COMPETENCIES

- Intercultural communication and cultural competency skills.
- Positive and encouraging attitude.
- Excellent oral and written communication skills.
- Microsoft Office and database management proficiencies.
- Collaboration and goal orientation.
- Rapport and relationship-building abilities with international students.
- Professionalism and adherence to ethical standards.
- Customer service skills.
- A personal philosophy of student services.
- Assessment and development of practices, policies, and programs.
- Problem-solving, decision-making, meaning-making, planning, and goal-setting abilities.
- Understanding student support through various cultural lenses.
- Ability to craft guides, documents, and other tools.
- Volunteer recruitment and engagement abilities.

## EDUCATION & QUALIFICATIONS

- Master's degree in a related field or an undergraduate degree and related experience required.



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- Cultural competency training is highly preferred.
- Minimum two years of related experience preferred.
- Experience working with international students from diverse backgrounds is highly preferred.
- Customer service experience preferred.

## PERSONAL COMMITMENT

- An active personal Christian faith commitment
- A commitment to Christian higher education
- Support the Providence mission, vision, and values
- Affirm the Providence [Statement of Faith](#)
- Agree to abide by the Providence [Covenant of Community Life](#).

## WORK ARRANGEMENT

- This is a 12-month Contract
- Full-time, 37.5 hours per week (8:15 AM – 4:30 PM, Mondays to Fridays)
- Downtown Campus building/s

## APPLY

Submit a cover letter and resume by email to:

YJ Erkamp-Montalbo, Associate Director of Student Life  
c/o Marlin Reimer, Director of Human Resources  
Email: [hr@prov.ca](mailto:hr@prov.ca)

Start Date: As soon as possible.

Consideration of applications will continue until the position is filled. All qualified candidates are encouraged to apply; however, Canadian citizens and Permanent Residents will be given priority. Applications from women and members of underrepresented groups are especially welcome. We thank all applicants for their interest. However, only those selected to proceed in the application process will be contacted.

Further information about Providence University College and Theological Seminary may be found at [prov.ca](http://prov.ca).