



THE UNIVERSITY OF
ALABAMA AT BIRMINGHAM

Student Engagement 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 acclimate to life on a US university campus and prepare for long-term academic success. Since 2006, INTO has launched partnerships to internationalize 24 universities in the US, UK, and Asia, including Oregon State University, University of South Florida, Colorado State University, George Mason University, Drew University, Saint Louis University, Washington State University, Suffolk University, Hofstra University, and The University of Alabama at Birmingham.

Reporting line

This position reports to the Director of Student Experience for INTO The University of Alabama at Birmingham (INTO UAB).

Job overview

The Student Engagement Coordinator, in close cooperation with the Director of Student Experience, develops and maintains a positive student experience for all students in the INTO UAB program. This position provides leadership and oversight of support engagement for INTO UAB students to assist with their adjustment to life in the U.S. and enhance their overall university experience.

The Student Engagement Coordinator will assume responsibility for the student experience areas listed below which include, but are not limited to, intercultural programming and events, career readiness and alumni outreach, and student leadership development.

The successful candidate will possess a high level of critical thinking, problem solving, and decision making. Duties and scope may change as the INTO UAB center and this role evolve. We expect the candidate to help build the organization with a focus on achieving operational excellence.

Key accountabilities and duties

Intercultural Programming and Events

- Responsible for developing and executing meaningful and effective social, cultural and educational programming for INTO UAB students;
- In collaboration with internal and external partners, plan and lead engagement programs that support student success and satisfaction and align with INTO UAB and UAB learning outcomes, mission, and vision;
- Assume responsibility for liability issues and risk management issues, including student welfare, on all INTO UAB sponsored student activities;
- Maximize and leverage campus partnerships to enhance INTO UAB engagement programming;



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- Develop partnerships with academic departments, including the INTO UAB Academic Team, to integrate programming within academic programs;
- Create flyers, PowerPoint presentations, newsletters, email campaigns, etc. as needed to promote events or programs;
- Collaborate with the INTO UAB Marketing and Recruitment team to generate marketing content from social activities and off-campus excursions such as photos, videos, student quotes, descriptions of student services, etc.;

Career Readiness and Alumni Engagement

- Support the UAB Career Center in the development of new relationships with employer partners seeking to recruit international students;
- Develop and lead workshops on career exploration and preparation;
- Promote benefits of career assistive technologies for purposes of assessment, research, and preparation including, but not limited to, the INTO UAB Career Readiness Map;
- Outreach to INTO UAB alumni and collaborate with relevant on-campus partners to foster connections between alumni, UAB, and INTO;
- Maintain a robust database of alumni, tracking employment placement and career achievements;
- Partner with INTO UAB Marketing and Recruitment to highlight alumni success stories;

Operations and Communication

- Build and maintain close working relationships with internal and external departments;
- Responsible for maintaining current information on policies and processes and ensuring effective communication of policies and processes to students;
- Advocate for or initiate improvements to the student experience; streamline processes and develop efficiencies;
- Assess programs and services under student services by collecting data and gathering feedback;
- Use data to establish effectiveness and impact of programs and inform improvements;

Other

- Provide coverage of the INTO UAB Welcome Desk as needed;
- Serve on department, division, and/or all-university committees as assigned;
- Assist other INTO UAB Student Services staff and the Director of Student Experience as requested;
- Other duties as assigned.

Location

This position is based at The University of Alabama at Birmingham, in Birmingham, AL.

Qualifications

Essential

- Undergraduate degree in related field, or equivalent education and experience
- 3 years of directly-related work experience in a student services environment
- Experience with student services programming and/or student event planning
- Excellent verbal and written communications skills
- Knowledge of international student career readiness and/or higher education sector issues, legal issues, etc.
- Experience working with individuals from various cultural backgrounds



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Desirable

- Master's degree in Higher Education, Education Counseling, or related field
- Previous work with international students or experience living or working abroad
- Proficiency in a second language, preferably Mandarin
- Extensive experience with student programming and knowledge of student development theories
- Experience developing and implementing large-scale intercultural events
- Experience in Canvas or similar learning management system
- Experience in Salesforce or similar CRM platform
- Experience in a fast paced start-up business environment with a focus on establishing business processes

Skills and Abilities

- Ability to prioritize, meet deadlines, and work under pressure
- Ability to work with minimal supervision and, when necessary, with minimal resources
- Excellent customer service and presentation skills
- Ability to compose letters and other informational materials in a grammatically correct style
- Ability to create and manage positive relationships with peers, senior managers, academic stakeholders, parents and students from a wide range of backgrounds
- Strong problem solving, analytical and decision making skills

Position Notes

- Flexibility to work nights and weekends, particularly during peak orientation weeks, is required.
- The job title does not define or limit duties and other work or duties may be required from time to time.
- Eligibility to work in and travel freely to and from the U.S. (e.g. valid U.S. passport) is required.

How to apply

Please click on the following link to submit your Resume & CV:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=784f8d56-cd0b-4d3e-a1ac-d483f8f0a37e&cclid=19000101_000001&jobId=398811&source=CC2&lang=en_US&selectedMenuKey=CurrentOpenings

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