



THE UNIVERSITY OF
ALABAMA AT BIRMINGHAM

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

Job Overview

The Student Services 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 services for INTO UAB students to assist with their adjustment to life in the U.S. and enhance their overall university experience.

The Student Services Coordinator provides varying levels of responsibility and assistance in non-academic aspects of the INTO UAB student experience, including but not limited to, pre-arrival support, new student arrivals, housing and dining, student wellness, and other student services. The successful candidate will possess a high level of critical thinking, problem solving, and decision making.

Key Responsibilities

Pre-Arrival Support and Arrivals

- Work with relevant team members to manage the pre-arrival communication flow regarding orientation and necessary preparations for transition to UAB;
- Coordinate Pre-Arrival Webinars for incoming INTO UAB students;
- Responsible for all aspects of the INTO UAB arrivals experience. Manage airport transfer shuttle service for students, including arrival times, communication with students and drop-off points;
- Serve as the primary contact for arrival changes and emergencies;
- Coordinate with Student Experience staff, internal, and external stakeholders, including Academic Support, Admissions, Finance, Academic Program Managers and others, to ensure the success of Orientation processes and implementation;

Housing and Student Wellness

- Responsible for the INTO UAB accommodation process. Coordinate with UAB Student Housing and Campus Dining in regards to arrival and departure logistics, housing policies, accommodation allocations, meal plans, student charges, and other relevant details;
- Act as point of contact for INTO UAB regarding campus housing and arrival inquiries from students, parents and agents;
- Keep active housing list of on campus students; Provide status and occupancy reports as needed;
- Assist Finance team to reconcile student accounting records with their housing products and meal plans each semester;

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- Assist with training residence life staff on how to work best with international students;
- Attend health and safety inspections in the residence halls as needed;
- Serve as liaison to the UAB office of Off-Campus Student Services and with local, private properties to help provide off campus housing options for our students;
- Collaborate with Marketing team to provide information and resources to create an off campus housing guide for incoming and current students;
- Maintain a list of students with health insurance each semester and confirm all charges are added correctly to student accounts in Banner;
- Partner with Student Health to ensure INTO UAB students understand and utilize insurance coverage;

Operations and Communication

- Provide leadership to ensure excellent customer service experiences for INTO UAB students and others;
- 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;
- Responsible for a positive INTO UAB student experience with internal policies and processes;
- 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;
- Liaise with INTO North America and relevant UAB departments to create a comprehensive Pre-Departure Guide for incoming students;

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.

Qualifications & Experience

Essential

- Undergraduate degree in related field, or equivalent education and experience
- 3 years of directly-related work experience in a student services environment
- Demonstrated competent I.T. skills relative to management and analysis of student data
- Excellent verbal and written communications skills
- Knowledge of campus housing and/or higher education sector issues, legal issues, etc.
- Experience with student services programming and/or student event planning

Desirable

- Previous work with international students or experience living or working abroad
- Experience with student programming and knowledge of student development theories
- Experience developing and implementing new student orientations
- Experience in Salesforce or similar CRM platform
- Proficiency in a foreign language





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- Experience in a fast-paced, start-up business type environment with a focus on establishing business processes

Skills and abilities

- Ability to prioritize, multi-task, meet deadlines and work under pressure
- Ability to work with minimal supervision 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
- Willing to be available in an on-call capacity outside of normal business hours as needed
- Able 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

Reporting Line

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

Compensation & Benefits

This is a full-time, hourly position. INTO takes care of their employees and ensures they are well and thrive with a comprehensive benefits package which includes:

- Health Benefits
 - Medical
 - Dental
 - Vision
 - Life insurance
 - Short and Long-term Disability
 - Flexible Spending Accounts
- Generous paid time off (PTO) – starting at 22 days/year
- 10+ paid holidays annually
- Volunteer days
- 401(k) retirement plan – up to a 6% company match
- Educational assistance
- Wellness rewards and programs
- Two robust employee assistance programs
- LinkedIn Learning





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Location

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

How to Apply

Please click the following link to apply:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=784f8d56-cd0b-4d3e-a1ac-d483f8f0a37e&cclid=19000101_000001&jobId=431357&source=CC2&lang=en_US

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.



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