



THE UNIVERSITY OF  
ALABAMA AT BIRMINGHAM

# Student Services Coordinator: Housing & Arrivals

## 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, Colorado State University, Marshall University, George Mason University, Drew University, Saint Louis University, The University of Alabama at Birmingham, Washington State University, Suffolk University, Illinois State University and Hofstra University.

INTO University of Alabama at Birmingham (INTO UAB) is a partnership between INTO University Partnerships and the University of Alabama at Birmingham.

Founded in 2016, INTO UAB is an initiative to increase the global diversity of our student body, increase globalization opportunities for domestic students and provide opportunities for faculty to expand international teaching, research and service activities. The partnership established and operates a campus-based international student center that provides services to all international students at UAB including academic tutoring, English language training, pathway programs, admissions processing, student services and immigration support.

## Reporting line

This position reports directly to the Director of Student Experience.

## Job overview

This position provides student support services for INTO UAB students, which will enhance and enrich their university experience. The successful candidate will possess a high level of critical thinking, problem solving, and decision making. This position is a key member of the INTO UAB Student Services team and is responsible for student housing, arrivals, and student engagement across campus.

## Key accountabilities and duties

The responsibilities of this position may change and develop over time, but will generally include the following:

### Housing

- Respond to INTO UAB campus housing and arrival inquiries from applicants, students, parents and agents
- Serve as main point of contact for issues arising regarding accommodation and liaise with the necessary people to resolve issues in a timely manner
- Monitor trends and behavior within the halls to ensure students enjoy a good living experience
- Collaborate closely with UAB Student Housing and Residence Life in regards to housing assignments, arrival and departure logistics, policies, meal plans and other relevant details
- Work closely with UAB Student Housing and Residence Life to maintain an updated

INTO UNIVERSITY OF ALABAMA  
AT BIRMINGHAM  
MERVYN H. STERNE LIBRARY  
917 13TH STREET SOUTH, SECOND FLOOR  
BIRMINGHAM, AL 35294-0014  
USA

T +1 205 934 4686  
F +1 205 934 4685  
E [INTOadmissions@uab.edu](mailto:INTOadmissions@uab.edu)  
W [www.intostudy.com/uab](http://www.intostudy.com/uab)

**INTO**   
THE UNIVERSITY OF  
ALABAMA AT BIRMINGHAM



**THE UNIVERSITY OF  
ALABAMA AT BIRMINGHAM**

database of students living in on-campus housing

- Liaise with relevant departments regarding the provision, maintenance and cleaning of residence halls to facilitate the delivery of high standards of service to students living in on-campus
- Coordinate with finance department regarding campus housing policies, accommodation allocations and charges
- Assist students with housing exemption applications and processes
- Work with special populations to arrange on and off-campus housing
- Research other off-campus housing accommodation options

**Arrivals**

- Serve as main point of contact for questions airport transportation and arrival inquiries
- Ensure adequate information is provided to all students before arrival regarding key collection, moving in, and residency rules
- Manage database of arrival requests and arrange transport for students
- Coordinate airport pickups with transportation company upon students' initial arrival
- Recruit, train, and supervise orientation student volunteers and airport greeters
- Plan, organize, and implement new student orientation for all INTO UAB programs prior to the start of each academic semester, including the management of logistics, scheduling, and student communications
- Act as liaison with faculty, staff, administration, and external constituencies for all orientation, transition, and engagement programming for INTO UAB students

**Student Engagement**

- Liaise with UAB Student Housing and Residence Life to proactively plan international student integration into the UAB residence halls
- Partner with UAB Student Health to ensure INTO UAB students understand and utilize insurance coverage
- Create and provide social and cultural programs that align with INTO UAB learning outcomes (successful transition to UAB, understanding of American culture, celebrating international diversity, and connecting to the local community)
- Support social programs, trips, orientation events, special programs, conversation programs, and others as needed

**Student Experience**

- Assist and collaborate with other Student Services team members with projects as needed
- Other duties as assigned

**Location**

This position is located at the University of Alabama, Birmingham.

**Salary**

Commensurate with experience



**THE UNIVERSITY OF  
ALABAMA AT BIRMINGHAM**



THE UNIVERSITY OF  
ALABAMA AT BIRMINGHAM

### Qualifications and Experience

- Bachelor's degree and/or related experience
- Strong intercultural communication skills and experience working in a diverse environment with non-native English speakers
- Previous experience living or working abroad
- Experience working in international education or in student services within higher education
- Knowledge of campus housing and/or higher education
- Competent IT skills relative to management and analysis of data
- Experience with student programming, advising and orientation development
- Ability to plan, develop, implement and refine systems and processes
- Excellent interpersonal, verbal and written communication skills
- Proficient computers skills in Microsoft Office, Excel, and PowerPoint
- Evening and weekend work is required

### Skills and Abilities

- Ability to manage relationships with peers, senior managers, academic stakeholders, parents and students from various cultural backgrounds
- Exceptional attention to detail
- Excellent customer service and presentation skills
- Excellent verbal and written communications skills
- Ability to prioritize, meet deadlines, work under pressure and, when necessary, with minimal resources
- Ability to work with minimal supervision
- Willingness to be on-call outside of normal business hours

### How to apply

To apply for this position, please click the following link to submit **your cover letter and resume**:

[https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=784f8d56-cd0b-4d3e-a1ac-d483f8f0a37e&jobId=50492&lang=en\\_US&source=CC2&cclid=19000101\\_000001](https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=784f8d56-cd0b-4d3e-a1ac-d483f8f0a37e&jobId=50492&lang=en_US&source=CC2&cclid=19000101_000001)

Application Deadline: March 15, 2019

**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.**



THE UNIVERSITY OF  
ALABAMA AT BIRMINGHAM