

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: INTERNATIONAL STUDENT COORDINATOR

SUMMARY DESCRIPTION

Under the direction of the Director of Admissions & Records or assigned administrator of record, perform a full range of administrative, programmatic, and technical duties in support of the International Student Program at Southwestern College; coordinate assigned functions, activities, and services of the International Student Program including recruitment, marketing, and student support functions; assist program participants with obtaining and maintaining program enrollment and appropriate international student documentation; monitor the attendance, goals, and progress of program participants; provide program information to students, parents, and the community; and serve as an assigned Designated School Official.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Participate in the administration of the International Student Program office; plan, organize, and coordinate assigned functions, activities, and services of the International Student Program including recruitment, marketing, and student support functions; establish and maintain related time lines and priorities; ensure program activities comply with established standards, requirements, and related local, state, and federal laws, codes, regulations, policies, and procedures. **E**
2. Coordinate communications, information, personnel, and resources to meet international students' needs and ensure smooth and efficient program activities; participate in the development of and oversee the implementation of International Student Program projects, functions, services, plans, strategies, goals, objectives, and activities; ensure proper and timely resolution of issues. **E**
3. Confer with international students, parents, College personnel, and the community to exchange information, coordinate activities, and resolve issues or concerns regarding program activities and student progress; respond to inquiries and provide technical information concerning admissions, enrollment, support services, and related College standards, timelines, requirements, processes, policies, and procedures. **E**
4. Develop, implement, and coordinate a variety of marketing, outreach, and recruitment strategies and activities to enhance student and community awareness of program services; oversee and participate in the preparation and distribution of a variety of marketing and informational materials. **E**
5. Work with local language school programs and advisors to facilitate transition and transfer of international students to the International Student Program at Southwestern College. **E**
6. Assist program participants, and dependents if applicable, in obtaining and maintaining program enrollment; recruit, refer, and register students to assigned programs; assist students with completing and ensure accuracy and completeness of required forms and applications including visa, passport, insurance, I-20's, and other related information; determine student eligibility; refer students to outside agencies as appropriate; provide individual case management for program participants. **E**
7. Input and maintain a variety of data and information into various systems including Student Exchange and Visitor Information System (SEVIS) and other assigned computer systems; create, update, and maintain admission files; generate computerized reports and statistical data as needed; update and maintain related student database.
8. Serve as an assigned Designated School Official to federal organizations; maintain the College's approval to enroll non-immigrant students utilizing established rules, regulations, and procedures. **E**

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9. Monitor the attendance, units, goals, and progress of International Student Program participants; ensure compliance with applicable rules and regulations; collaborate with students to develop and implement individual goals and strategies; advise students concerning individual progress and program activities. *E*
10. Prepare, coordinate, and conduct orientations, workshops, and formal presentations related to the International Student Program to students, local community organizations, campus departments, and private and public schools; attend job and college fairs and other events to promote Southwestern College programs and services related to assigned program. *E*
11. Compile information from SEVIS and the Student Record System (Colleague) to prepare and maintain a variety of records and reports related to international students' goals, progress, and demographics; establish and maintain student filing systems. *E*
12. Create, maintain, and mail acceptance letters and other correspondence related to program activities and student progress; prepare, update and maintain work permit application forms. *E*
13. Recruit, train, and provide work direction to student workers, tutors, and peer advisors assigned to the program. *E*
14. Assist students with transitioning out of the International Student Program after individual goals are met; perform follow-up with former program participants as required. *E*
15. Attend and participate in assigned meetings, conferences, and training sessions. *E*
16. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

Operations, services, and activities of the International Student Program.
Basic principles and practices of program development, coordination, and review.
Pertinent federal, state, and local laws, codes, rules, regulations, policies, and procedures related to the International Student Program including INS student visa regulations and terminology.
District organization, operations, policies, and objectives.
College systems and requirements including those related to admissions and records, evaluations, residency, transference of credit units, grievances, and general education requirements.
Problems and concerns of international students with special needs.
Work organization and office management principles and practices.
Principles, practices, and procedures of research and report preparation.
Principles, practices, and procedures of business letter writing.
Principles and practices used to establish and maintain files and information retrieval systems.
Principles and techniques used in public relations.
Interpersonal skills using tact, patience and courtesy.
Modern office procedures, methods, and equipment including computers and applicable software.
English usage, spelling, grammar, and punctuation.
Oral and written communication skills

Ability to:

Perform specialized, technical, and complex programmatic and administrative duties that require a high level of independent judgment and personal initiative.
Understand the organization and operation of the District, the International Student Program, and outside agencies as necessary to assume assigned responsibilities.
Coordinate and oversee the daily operations and activities of the International Student Program including recruitment, marketing, and student support functions.

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Learn, understand, interpret, and apply administrative and office policies and procedures as well as pertinent laws, rules, regulations, and ordinances including student visa regulations.
Maintain current knowledge of program rules, regulations, requirements, and restrictions.
Learn department and program objectives and goals.
Assist international student program participants with obtaining and maintaining program enrollment.
Monitor the attendance, goals, and progress of program participants.
Evaluate student transcripts and other admissions documents according to established procedures.
Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
Exercise good judgment and discretion in analyzing and resolving confidential, difficult, and sensitive situations.
Research, compile, analyze, and interpret data and information.
Implement and maintain filing and record-keeping systems.
Prepare a variety of clear and concise reports.
Independently compose correspondence and written materials related to assigned activities.
Plan and organize work to meet schedules and changing deadlines.
Work within the policies, functions, and requirements of area of assignment.
Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
Adapt to changing technologies and learn functionality of new equipment and systems.
Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
Work independently and effectively in the absence of supervision
Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination equivalent to: an Associate's degree or two years of college level course work in sociology, social work, psychology, or related field and five years of increasingly responsible experience in a higher education institution in a student services related area such as admissions, outreach, or counseling. Experience must demonstrate basic knowledge and understanding of international student program activities. A Bachelor's degree in education, counseling, or other related field is desirable and may substitute for up to two years of related experience.

LICENSE OR CERTIFICATE

Valid California driver's license and a safe driving record.

Certification from the Department of Homeland Security (requires US Citizenship or legal permanent resident status), Bureau of Citizenship & Immigration Services to serve as the Designated School Official.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; possible exposure to dissatisfied individuals.

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Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

September, 2016 – New Class; Replaces Admissions Center Evening Lead
Forsberg Consulting Services