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## **INTERNATIONAL STUDENT SERVICES SPECIALIST, SENIOR**

### **DEFINITION**

Under general direction, coordinates and provides technical and functional direction to assigned staff in the performance of a variety of student support services for international students programs; advises and educates students, parents, faculty, and staff on immigration regulations; coordinates processing and reporting for program admissions; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from assigned supervisory and managerial staff. Exercises technical and functional direction over and provides training to assigned staff.

### **CLASS CHARACTERISTICS**

This is the advanced journey-level classification in the International Student Services Specialist class series. Positions perform varied and complex work in support of international students program, requiring the use of considerable discretion and independent judgment in performing assigned work and ensuring the efficient and effective functioning of assigned program or operational area. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products or services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

### **EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)**

- Oversees and coordinates advising programs for international student services including participating in the planning, development, and implementation of program policies, procedures, and action plans for the assigned functions, including incorporating regulatory updates and technological advancements, as appropriate.
- Oversees and coordinates admissions and reporting processes for international student program by analyzing and evaluating foreign and domestic transcripts and related documents to make determinations on program eligibility and coordinating with various overseas educational advising agencies.
- Researches, interprets, applies, advises on, and explains applicable immigration and admission regulations and compliance requirements to students, parents, faculty, agents, and staff.
- Serves as Designated School Official (DSO) or Primary Designated School Official (PDSO) by reviewing and evaluating applications for completeness and accuracy; enrolling international students and issuing Certificate of Eligibility, Form I-20; reporting changes and violations; preparing, maintaining, and monitoring student records and documentation for international students in accordance with Student and Exchange Visitor Program (SEVP) and District policies, procedures, rules, and regulations; and serving as a liaison between students and SEVP.
- Plans, coordinates, and oversees a comprehensive outreach and recruitment program for international students by creating and maintaining communication and outreach plan; planning, coordinating, and promoting events; advising students on housing resources; and serving as a liaison between students, the College, and community.

- Coordinates and participates in evaluating, reviewing, approving, and advising students on immigration status and documents, academic standing, change of major, change of education level, program extension requests, transfers, housing, and employment; verifies international student enrollment and updates enrollment information in Student Exchange Visitor Information System (SEVIS) every quarter; and notifies students not in compliance and recommends corrective steps and actions.
- Monitors alert lists in SEVIS; reviews list of new non-enrolled students entering the United States and contacts to process enrollment or verify non-enrollment and cancel Form I-20; monitors transfer students to process Form I-20.
- Performs complex research assignments having college-wide or District-wide implications, analyzes data, interprets results, and develops reports.
- Reviews transfer requests and releases SEVIS records to other colleges and universities.
- Provides information and resources to students regarding travel requirements; verifies students are eligible for travel and signs off on Form I-20.
- Reviews, approves, enters, and monitors Curricular Practical Training (CPT) in SEVIS.
- Reviews, approves, and monitors Post-Completion Optional Practical Training (PCOPT) application; prepares application for United States Citizenship and Immigration Services (USCIS) approval.
- Serves as first point of contact for current and prospective students, parents, staff, faculty, agents, other educational institutions, and the general public for the international student program by answering a variety of questions; explaining immigration and admission requirements, policies, procedures, and eligibility questions; and referring visitors/callers to other programs, departments, off-campus services, agencies, and community groups, as appropriate.
- Creates and edits a variety of documents, including correspondence, letters, memos, lists, forms, schedules, flyers, event materials, and statistical reports.
- Verifies and reviews forms and reports for completeness and conformance with established policies and procedures; applies policies and procedures in determining completeness of applications, records, and files.
- Organizes and maintains accurate and detailed databases, files, and records, verifies accuracy of information, researches discrepancies, and records information.
- Develops informational resources and materials; conducts meetings, workshops, and events on immigration regulations, registration requirements, and information on maintaining students' status.
- Performs a variety of office support and customer service duties such as maintaining websites; opening and securing offices; scheduling meetings with other staff; attending meetings and taking minutes; and ordering and maintaining office and other related supplies.
- Oversees and conducts recruitments for and training of student workers; develops work schedules; reviews and approves timesheets; monitors hours worked; provides work direction and confers with student workers to explain performance standards, policies, and procedures.
- Stays abreast of new trends and innovations in the field of international student services programs; attends trainings and conferences; monitors changes in laws, regulations, and technology that may affect college or District operations; implements policy and procedural changes as required.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Processes, procedures, and guidelines pertaining to international student admissions and services programs.

- Applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Principles and practices of program and/or office coordination including implementation of the policies and procedures and oversight of reporting and regulatory compliance.
- Principles and techniques of conducting studies, evaluating alternatives, making sound recommendations, and preparing and presenting effective and technical reports.
- Principles and practices of data collection and analysis and report preparation.
- Methods of preparing and processing various records, reports, forms, and other documents specific to assigned program, department, or division.
- Business letter writing and the standard format for reports and correspondence.
- Record keeping and filing systems and methods.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Modern office practices, procedures, technology, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

**Ability to:**

- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
- Interpret, apply, and explain applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Assist in the development of goals, objectives, policies, procedures, and work standards for assigned program and/or office.
- Develop, implement, and coordinate assigned programs, projects, and activities in an independent and cooperative manner, evaluate alternatives, make sound recommendations, and prepare reports.
- Coordinate and oversee programmatic accountability and regulatory reporting activities.
- Plan, organize, and carry out assignments from management staff with minimal direction.
- Analyze, interpret, summarize, and present information and data in an effective manner.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Plan, organize, schedule, assign, train, and review the work of assigned staff.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to an Associate's degree from an accredited college and five (5) years of increasingly responsible experience international student admissions and services programs at an institution of higher education.

**Licenses and Certifications:**

- Possession of, or ability to obtain, Student Exchange Visitors Program training certificate for Designated School Official issued by United States Immigration and Custom Enforcement.
- Must be either citizen or legal permanent resident of the United States and be able to provide appropriate documentation of status.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

**Salary Grade:** C1-52

**FLSA:** Non-Exempt

**EEO Code:** H-

**Board Approved:** April 2021