



INTERNATIONAL STUDENT SERVICES SPECIALIST

DEFINITION

Under general supervision, provides a variety of support services for international students and international program staff; provides information regarding registration, admissions, records, and work eligibility to students, staff, and the public; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and managerial staff. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is the journey-level class in the International Student Services Specialist series responsible for performing the full range of duties in support of international student services programs, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from Senior International Student Services Specialist in that the latter performs more technical, specialized, and complex tasks requiring additional training and/or experience and an in-depth knowledge of international student services programs, policies, and procedures such as advising international students on immigration and admission issues.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

- Serves as Designated School Official (DSO), including enrolling international students and issuing Certificate of Eligibility, Form I-20; prepares and maintains student records and documentation for international students in accordance with Department of Homeland Security (DHS) and District policies, procedures, rules, and regulations; serves as a liaison between students and international program staff.
- Verifies and updates enrollment information in Student Exchange Visitor Information System (SEVIS) every quarter.
- Reviews transfer requests and releases SEVIS records to other colleges and universities.
- Provides information and resources to students regarding travel requirements; verifies eligibility for travel and signs off on Form I-20.
- Assists students with health insurance matters and enrollment by serving as the program liaison to the District, insurance companies, and College Health Services; retrieving, editing, and distributing various reports in compliance with established policies and procedures and regulatory requirements; verifying and updating coding of charges and waivers in financial database systems; printing insurance cards; reviewing insurance waiver requests for denial or approval; assisting students with claim forms, reimbursements, and invoice disputes; and conducting health workshops to explain plan coverage and exclusions.
- Serves as point of contact for students, parents, staff, faculty, and the general public for the international student services program by answering a variety of questions; explaining program requirements, policies, procedures, and eligibility questions according to established guidelines or by

referring the customer to the appropriate source; and referring visitors/callers to other programs, departments, off-campus services, agencies, and community groups, as appropriate.

- Enters data and prepares a variety of reports according to established procedures and practices; inputs and retrieves data from various program, department, division, and/or District-wide software applications and database systems.
- 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.
- Performs a variety of office support and customer service duties such as opening and securing offices; scheduling meetings with other staff; attending meetings and taking minutes; and ordering and maintaining office and other related supplies.
- Participates in hiring 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; prepares student workers for future internships and/or jobs.
- Learns and applies emerging technologies related to the area of assignment.
- Performs related duties as assigned.

QUALIFICATIONS

Incumbents at the International Student Services Specialist I level may exercise some of the knowledge and abilities listed below in a learning capacity.

Knowledge of:

- Processes, procedures, and rules pertaining to international student admissions.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Record keeping and filing systems and methods.
- Principles and practices of data collection and report preparation.
- Business letter writing and the standard format for reports and correspondence.
- Methods of preparing and processing various records, reports, forms, and other documents specific to assigned program, department, or division.
- 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.

- Perform difficult and complex administrative support work accurately and with use of independent judgment.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Interpret, apply, and explain applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Gather and compile program/department/division-specific information from a variety of sources.
- Prepare reports and other correspondence and communications in a clear and concise manner independently or from brief instructions.
- Maintain accurate databases, records, and files.
- Organize own work, set priorities, and meet critical time deadlines.
- 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 three (3) years of increasingly responsible experience in 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: C1-48

FLSA: Non-Exempt

EEO Code: H-

Board Approved: April 2021