

PROGRAM SPECIALIST, INTERNATIONAL STUDENTS

BASIC FUNCTION

Provides specialized support to the District's international students program; serves as the Designated School Officer (DSO) for the Student and Exchange Visitor System (SEVIS) maintenance and compliance; tracks international student programs and ensures maintenance of visa status requirements during students' course of study with the District; reviews and processes international student applications; and implements program policies and procedures.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned area supervisor. May provide lead direction to temporary staff and/or student workers.

CLASS CHARACTERISTICS

This classification is responsible for providing professional level support to the District's international students programs. Incumbents regularly work on tasks that are varied and complex, requiring considerable discretion and independent judgment. Employees in the classification rely on experience and judgment to perform assigned duties. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS

1. Provides support to F-1 international visa students on a variety of cultural, community, and academic issues including course registrations and withdrawal, tuition payment and financial issues, orientation to college, academic progress, educational and career goals, assessment interpretations for college course placement, resource referrals, cross-cultural adjustment, health, housing, and employment opportunities to facilitate student academic success and self-sufficiency goals.
2. Serves as DSO maintaining SEVIS for F-1 Visa student records that includes submitting, tracking, and maintaining appropriate documentation; ensures accuracy and timeliness of reported information to SEVIS; conducts input and monitoring of data for initial and continuing students; serves as principal source of knowledge and interpretation of government regulations, immigration and residency requirements, and issues affecting international students; prepares and conducts Optional Practical Training (OPT) workshops for international students.
3. Responds to inquiries from prospective international students, parents, family members, school personnel, and community members regarding admissions requirements, applications procedures, the visa application process, academic programs, and campus and community environment and services.
4. Reviews and processes international student applications for admission to the college ensuring compliance with District and mandated rules, regulations, and guidelines.
5. Plans, organizes, and implements special events and activities for international students including orientations, receptions, soccer tournaments, fundraising, and educational field trips; conducts surveys and analyses to identify needs for new programs and services and evaluates the effectiveness of current program.
6. Assists in recruiting international students through multiple methods including domestic and international travel; establishes and maintains cooperative relationships with overseas partners; meets with overseas students and parents.
7. Participates in professional conferences, training, workshops, and meetings regarding the program

internally and externally.

8. Prepares statistics and reports on international students; gathers and analyzes program data; composes correspondence, brochures, fliers, newsletters, and other informational materials; and presents workshops as appropriate.
9. Participates in District-provided in-service training programs.
10. Performs other related duties as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

QUALIFICATIONS

Knowledge of:

1. Operations and services of a comprehensive international student program.
2. Applicable federal, state, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to international student program administration including F-1 visa requirements.
3. Cultural and economic factors impacting international students.
4. College admission and matriculation requirements and processes.
5. Barriers and obstacles to success encountered by international college students.
6. Community resources for students.
7. Learning strategies and factors that contribute to student academic success.
8. Methods and techniques of implementing program services, policies, and procedures.
9. Methods and techniques of reviewing and assessing international student applications.
10. Methods and techniques of attracting diverse student populations from multiple countries.
11. General business office administrative procedures related to the position.
12. Methods and techniques of developing training and workshop materials.
13. Recordkeeping principles and practices.

Ability to:

1. Provide specialized support to the District's International Student program.
2. Monitor and track student progress and compliance with mandated requirements.
3. Work collaboratively with District faculty, classified professionals, students, administrators, and the local community to ensure academic success of international students.
4. Work collaboratively with students' parents and exchange student hosts to ensure student needs are met.
5. Develop and deliver program training materials and information.
6. Plan and implement special events and activities for a diverse range of international students.
7. Implement effective international student recruitment and retention strategies.
8. Stay current on trends in international student matters.
9. Establish and maintain filing, recordkeeping, and tracking systems.
10. Independently organize work, set priorities, meet critical deadlines, and follow up on assignments.
11. Exercise independent judgment within general policy and procedural guidelines.
12. Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
13. Communicate clearly and concisely, both orally and in writing.
14. Establish, maintain, and foster effective working relationships with those contacted in the course of work.
15. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
16. Provide efficient, high-level customer service to the public, vendors, contractors, and District

personnel.

Education and Experience:

A bachelor's degree from an accredited institution in education, business administration, or a related field and three (3) years of international student program support in a higher education environment; or an equivalent combination of education, training, and/or experience.

Licenses and Certifications:

None.

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. This classification primarily works in an office and standing in and walking between work areas is occasionally required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator. Employees in this classification occasionally bend, stoop, kneel, reach, 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 averaging a weight of 25 pounds.

The essential functions of this classification must be performed by the incumbents with or without reasonable accommodations.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, with no direct exposure to hazardous physical or chemical substances. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.