

DESERT COMMUNITY COLLEGE DISTRICT

INTERNATIONAL EDUCATION PROGRAM SENIOR SPECIALIST

BASIC FUNCTION

Under the direction of the Director, International Education Program (IEP), performs a full range of complex administrative, programmatic and technical duties in support of the International Education Program and Intensive English Academy (IEA) related to the enrollment and retention of international students.

REPRESENTATIVE DUTIES

1. Serve as student service liaison for international students; assist with coordination of orientations, course registrations; assist students with adjustments to new surroundings, including securing appropriate housing and coordinating with housing providers; follow-up as appropriate. ***E***
2. Organize and coordinate office functions as they pertain to admissions processes and procedures; ensure timely file review, decisions, and communication with applicants, advisors/agents. Assist with the development and maintenance of a Customer Relationship Management system. ***E***
3. Develop and maintain a record-keeping system for recruiting partnership activities and support the Director in efforts to expand engagement with agents, international advisors, and various recruitment organizations. ***E***
4. Serve as a Designated School Official (DSO) for the IEP and IEA; make decisions in accordance with the regulations as they apply to international students; assist Director and students with highly complex immigration processes and applications; report required updates in the Student & Exchange visitor Information System (SEVIS) and ensure compliance with all United States Department of Homeland Security (US DHS) mandates; process and edit documents required for F-1 student enrollment. ***E***
5. Develop and improve processes and procedures for ensuring that COD remains in compliance with all federal regulations pertaining to the enrollment of F-1 international students. Establish and maintain cooperative working relationships with federal, state, and international agencies and law enforcement entities including the Federal Bureau of Investigations, US Department of Homeland Security, US and international embassies/consulates and the State Department as needed. ***E***
6. Attend and participate in conferences, training sessions, workshops and professional group meetings; maintain awareness of new laws, policies or directives relative to international students; advise appropriate administrators of changes, recommend and assist with the implementation of necessary changes in IEP and IEA procedures to ensure compliance with new laws; develop and conduct international student immigration orientation. ***E***
7. Serve as the primary liaison to sponsored and visiting students, international sponsors, international partners, and internal administrative and academic units with regard to implementation of specific program requirements; work closely with other college offices (e.g., Bursar's Office, Admissions & Records, Instruction) to ensure consistent communication with sponsors and partners; coordinate the delivery of services to international sponsored and visiting students; provide specialized services as required for sponsored and visiting student programs in coordination with IEP/IEA staff and college departments including the implementation of special orientation sessions; develop and implement consistent and coordinated communication for sponsors to respond to their needs in a highly-efficient and professional manner as related to student admission, academic progress, immigration status and financial issues. ***E***
8. Coordinate health insurance enrollment for F-1 students in both the IEP and IEA programs to

ensure compliance with mandatory health insurance policy; act as a liaison with insurance company and the Student Health Center to assist students with the use of the health insurance plan. *E*

9. Operate a computer, software programs and other office equipment. *E*
10. Assist with IEP and IEA programs and events including scheduling, planning and leading activities.
11. Research, analyze, and prepare information as requested, relating to the IEP and IEA; build and maintain current and accurate databases of students' enrollment data; maintain statistical data regarding enrollees.
12. Maintain necessary files and provide administrative support related to the International Education Program.
13. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES

Knowledge of:

Multi-cultural issues facing international students; immigration regulations related to F-1 visa, international student programming and acculturation issues; modern office practices, procedures and equipment; record keeping techniques; operation of a computer and software, including Microsoft Office; oral and written communication skills; interpersonal skills using tact, patience and courtesy; and an understanding and sensitivity to individuals with diverse backgrounds and cultures.

Ability to:

Interact with individuals from diverse cultures and backgrounds; operate a computer and software, including Microsoft Office; communicate effectively both orally and in writing to exchange information; gather data and prepare comprehensive reports; communicate policies, guidelines, regulations and laws to staff, students and public; explain regulations related to the F-1 visa; prioritize and schedule work; meet schedules and timelines; establish and maintain cooperative and effective working relationships with others; maintain confidentiality of student records; work independently with little direction; lift up to 50 pounds occasionally; bend at the waist, kneel or crouch; stand and sit for extended periods of time.

EDUCATION AND EXPERIENCE

Bachelor's degree and two years of increasingly responsible administrative experience in a multicultural/international student programming setting.

DESIRABLE

The ability to communicate effectively verbally and in writing in a language other than English and experience with F-1 student advising; experience working with sponsored students; experience coordinating multicultural programming; experience developing spreadsheets and/or otherwise organizing data.

LICENSES AND OTHER REQUIREMENTS

Valid Class C California driver's license. U.S. citizenship or residency required to serve as a DSO.

WORKING CONDITIONS

Environment: Office environment with constant interruptions.

EMPLOYMENT STATUS

Bargaining Unit Position - RANGE 14

E=Essential Functions

Approved: 7/16/2015