

DESERT COMMUNITY COLLEGE DISTRICT

INTERNATIONAL EDUCATION PROGRAM SPECIALIST

BASIC FUNCTION

Under the direction of the Director, International Education Program (IEP) and Intensive English Academy (IEA), assist in the college's international outreach and programming efforts; assist with maintaining, strengthening and growing international partnerships; assist with administration of the IEP and IEA; otherwise assist with the recruitment and retention of international students

REPRESENTATIVE DUTIES

1. Assist in the planning, scheduling, and delivery of outreach programming designed to ensure international student retention and success including several orientations, workshops, and local outings per year. **E**
2. Establish and maintain cooperative relationships with homestay agencies, and host families; maintain related databases and monitor housing needs and arrangements of international students; provide assistance as necessary. **E**
3. Collaborate with IEP and IEA program stakeholders to organize, schedule, and conduct outreach activities and cultural programming for the campus and local community. **E**
4. Arrange transportation and logistics for IEP and IEA outings; develop and maintain emergency action plan and communication protocol for off-campus emergencies; develop and maintain local transportation resources for international students and visiting partners. **E**
5. Establish and maintain cooperative working relationships with overseas partners; organize arrangements for visiting students, partners and delegations; maintain databases of partnership information; assist Director with partner communication plan. **E**
6. Assist Director with clerical work for the IEP and IEA; update and distribute promotional materials, applications, handbooks, and other program documentation; assist with maintaining CRM system, student records, and staff records. **E**
7. Maintain IEP social media accounts; work with college's institutional advancement team to effectively promote IEP and IEA activities, events, and initiatives. **E**
8. Assist Director with alumni outreach. Maintain database of alumni and track transfer and career data. **E**
9. Assist in compiling and entering data and preparing comprehensive reports related to international student enrollment and activities; maintain current and accurate databases of stakeholders' contact information. **E**
10. Assist Director with evaluations of recruitment activities, programming, and services; identify best practices for international outreach and continuously improve efforts to engage students and other stakeholders. **E**
11. Operate a computer, software programs and other office equipment. **E**
12. Attend workshops, conferences and meetings related to the program **E**
13. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES

Knowledge of: Mission, goals, and objectives of the college and the IEP/IEA programs; district policies and procedures regarding outreach, recruitment, admissions, registration, and other program services; available institutional and community resources; public speaking and presentation techniques; applicable district, state and federal laws and regulations; confidentiality rules and procedures, especially with regard to FERPA; data collection and basic research principles and practices; record keeping techniques; telephone techniques and professional etiquette; diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students; modern office practices, procedures, and equipment including computers and applicable software applications such as word processing, spreadsheets, e-mail, and databases; interpersonal skills using tact, patience, and courtesy; principles and practices of providing training, work direction, and guidance to student workers; correct English usage, grammar, spelling, punctuation, and vocabulary.

Ability to: Perform a wide variety of specialized duties related to the outreach, recruitment, admissions, and other related program services; prepare and give oral presentations to program stakeholders; understand, interpret, and follow direction related to administrative and office policies and procedures as well as pertinent laws, regulations, and ordinances; respond to requests and inquiries from program stakeholders; develop and maintain appropriate outreach materials; maintain current knowledge of related fields; compile and analyze data related to assigned functions and prepare related reports; maintain filing and record-keeping systems; compose and prepare correspondence and memoranda; plan and organize work to meet schedules and changing deadlines; operate a variety of office machines and

equipment including computers, typewriters, calculators, copiers and fax machine and related software such as word processing, spreadsheet, and e-mail, and database applications; work under pressure with frequent interruptions and a high degree of public contact by phone, e-mail or in person; work independently and effectively in the absence of supervision; exhibit sensitivity 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; bend at the waist, kneel or crouch to file materials; sit or stand for extended period of time; lift 25 pounds..

EDUCATION AND EXPERIENCE

Associate's degree preferred or any combination of education and experience equivalent to an AA and three years of increasingly responsible administrative experience in a multicultural/international student programming setting.

DESIRABLE

Experience planning and implementing activities at a collegiate level; experience working with international students or second-language learners; experience in promoting and marketing education programs; experience creating and editing content for marketing publications

LICENSES AND OTHER REQUIREMENTS

Valid California driver's license and must have an acceptable driving record and qualify for insurability by the District's insurance carrier to drive District or personal vehicle to various locations.

WORKING CONDITIONS

Environment: Office environment with constant interruptions. Frequent outreach activities at various locations on campus and in the local region. Requires some flexible scheduling and travel within the region.

EMPLOYMENT STATUS

Bargaining Unit Position

E=Essential Functions

RANGE 10

Board of Trustee approval: December 18, 2015