

PERALTA COMMUNITY COLLEGE DISTRICT - August 2011

CLASSIFIED MANAGEMENT JOB DESCRIPTION

DIRECTOR OF INTERNATIONAL SERVICES & STUDENT SUPPORT

(Management Salary Range 3)

Job Code: 763

CLASS PURPOSE

Under the direction of the Vice Chancellor for Student Services, assists in developing and implementing the International Education Program to meet the goals and objectives of the Program. The Director oversees the day-to-day operations of the Office of International Education and assists with the development, coordination and administration of the Student Support Services Program for the District. The incumbent serves as liaison with college personnel, business and student organizations, student trustees, student government and community agencies and supervises staff responsible for the day-to-day operational services. Performs other related duties as required.

EXAMPLES OF ESSENTIAL DUTIES:

Any one position may not include all of the duties listed nor do listed examples include all tasks which may be found in positions of this class. To perform this job successfully, an individual must be able to perform each essential duty of the position satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions required for the position.

- Oversees the day-to-day operations of the Office of International Education.
- Oversees and supervises the international application and student admissions process.
- Assists the Vice Chancellor for Student Services in assessing international student markets in the local community, such as language schools, high schools and agencies.
- Provide information to students and managers on the District's student policies and grievance procedures.
- Assists the Vice Chancellor for Student Services with the review and recommendation of student grievances for which the decision of the College President is being appealed.
- Assists the Vice Chancellor of Student Services in developing and implementing international education and student support programs.
- Provides information and refers students to appropriate college programs and support services, such as vocational education, tutoring, counseling, orientation, admissions, matriculation, instruction and public information.
- Serves as liaison between the Peralta District, college personnel, business and student organizations, student trustees, student government and community groups.
- Collaborate with college administrators to determine eligibility for fee waivers for health services and AC Transit.
- Monitor collections and payment plans for tuition and fees.

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- Serve on state and local committees as directed by the Vice Chancellor.
- Enhance communication between college Student Services and the office of Vice Chancellor (VC) for Student Services.
- Collects, compiles and submits data for various reports. Apprises the VC regarding noncompliance issues based on the application of policies, rules and regulations.
- Assists the Vice Chancellor for Student Services to determine residency for students.
- Leads and participates in the research, preparation, application for and follow-up procedures required for grants and other external sources of funding; prepares and submits reports to the District regarding funding, research and other resources.
- Consults with counselors, faculty and staff on international students' cultural adjustment, academic/social concerns and academic progress.
- Oversees housing services for international students including homestay, transition housing and long-term housing opportunities.
- Confers with Immigration and Naturalization Services (INS) officials and advocates and resolves complex immigration and visa concerns.
- Consults, advises, and resolves student and staff problems and questions.
- Makes decisions regarding student admission, enrollment and visa status.
- Responsible for identifying needs of the international students as they relate to cross-cultural issues and concerns, policies, and procedures, instruction and introduces programs and activities or provides reports to address these needs.
- Coordinates and conducts international student orientation.
- Develops and coordinates cultural and educational support activities and related publications.
- Coordinates with college support services and the community to ensure student success.
- Composes letters, memoranda and directives.
- Conducts surveys and compiles data and provides reports.
- Prepares specialized reports and information for audit and validation purposes.
- Trains and supervises classified staff and student assistants.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

1. Possession of a Bachelor's Degree from an accredited college or university.
2. One year of formal training, internship or leadership experience reasonably related to the administrator's administrative assignment.
3. Knowledge of U.S. Immigration and Naturalization regulations.
4. Knowledge of admissions process, program development and support services.

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5. Knowledge of State and Federal regulations pertaining to the admissions and enrollment of international education, including immigration and naturalization.
6. Understanding of, sensitivity to and respect for the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of Peralta Colleges' students, faculty, staff and community.

DESIRABLE QUALIFICATIONS

- Possession of a Master's Degree from an accredited college or university in psychology, counseling, social science, marketing, or international relations.
- One year working in a community college or a related field.
- Familiarity with mission and goals of community colleges.
- Experience in overseas traveling.
- Experience in study abroad.
- Experience in providing assistance with immigration requirements and interaction with immigration and foreign embassies.
- Bilingual in Asian languages or Spanish language.
- Knowledge of principles and practices of supervision.

ENVIRONMENTAL DEMANDS

Occasional work performed alone. Constant work around and with other people

PHYSICAL ABILITIES

The physical demands described here are representative of those that must be met by an individual to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. Typical physical abilities for this position are:

- Prolonged and frequent sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping
- Moderate to heavy usage of hands in grasping, repetitive hand movement and finger coordination in keeping records and preparing reports using a computer keyboard.
- Speech and hearing to communicate effectively in group settings and by telephone to students, faculty, staff, and others.

Revised: 5-23-13