

**Job Description:** International Student Support Specialist

**PERALTA COMMUNITY COLLEGE DISTRICT - June 26, 2008**

**CLASSIFIED JOB DESCRIPTION**

**INTERNATIONAL STUDENT SUPPORT SPECIALIST  
(SEIU Local 1021 Salary Range 82)  
Job Code: 861**

**CLASS PURPOSE**

Under direction of the Director of International Services, performs professional level work related to providing administrative support to the Office of International Affairs; coordination of international students support services related to admissions/enrollment, orientation and outreach, and recruitment and retention; tracks and reports requirements utilizing database software and ensures compliance with the Student and Exchange Visitor Information System (SEVIS) and Immigration and Naturalization Services (INS) guidelines. Performs related duties as assigned.

**WORK SCHEDULE**

This is normally a full-time position with a work schedule of five days and 40 hours/week. Duties are performed 12 months a year. May be required to work some evenings and Saturdays during peak periods, such as registration, audits, fiscal year end, graduation, etc.

**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.

**Specific to Admissions/Enrollments**

- Assists international students in the admissions/enrollment process and refers international students to appropriate college support services, such as tutoring, vocational education, counseling, orientation, admissions, matriculation, instruction, and public information.
- Provides information on programs and college services for international students.
- Develops and maintains applicable files and records and prepares necessary reports for audit and validation purposes.
- Develops and maintains a network of community referrals for housing and cultural events.
- Serves as liaison between the college personnel and the District's International Education Department.
- Tracks students to ensure that they are complying with college and Immigration and Naturalization Services (INS) guidelines.

**Job Description:** International Student Support Specialist

- Maintains communication with community agencies dealing with international student needs and issues.
- Attends meetings, serves on committees, as needed, to represent the Office of International Education for international students.
- Develops, administers, and monitors the various college programs and special events aimed at the needs of international students in the community.
- Develops and implements outreach activities as needed in cooperation with college personnel.
- Assists Associate Vice Chancellor in organizing promotional activities and providing recruitment materials and related services to agencies and schools.
- Provides in-service training programs for faculty and staff to address the special needs of international students.
- Performs other related duties as required.

**Specific to International Affairs**

- Serves as liaison between the Office of International Affairs, the four Peralta Colleges and other departments in the district, meeting with appropriate college personnel in the coordination and implementation of international programs.
- Communicates with college administrators and other college personnel to implement projects; assists in coordinating and monitoring projects and other activities relevant to international affairs, such as faculty and administrative exchanges and study abroad.
- Assists with all correspondence abroad, tracking incoming correspondence, and directing it to appropriate department staff for follow up and implementation. Handles highly confidential material, such as correspondence, personnel files and documents and provides support with local correspondence.
- Provides assistance in planning travel abroad and acts as liaison with overseas contacts.
- Attends internal and external meetings with the Associate Vice Chancellor and ensures follow up and implementation of agenda items.
- Conducts survey; collects data and prepares reports; prepares charts, tables and presentations related to international affairs for the Associate Vice Chancellor.
- Assists in training clerical staff and student assistants.
- Assists in preparing proposals and portfolios for the International Education Program.
- Assists with developing international affairs brochures, fliers and other informational materials.
- Performs other related duties as assigned.

**Job Description:** International Student Support Specialist

### **Specific to Student and Exchange Visitor Program Compliance**

- Monitors tracking and reporting of international students utilizing fsaATLAS software and assists in training staff members to use the software.
- Serves as Designated School Official, tracks students' enrollment and ensures SEVIS compliance
- Keeps track of developments in SEVIS and other INS related regulations.
- Coordinates training sessions to district employees and college faculty and staff concerning SEVIS, related responsibilities and implications for the district.
- Serves as liaison for SEVIS related issues for the Office of International Affairs with the Information Technology Department and with other offices in the district and at the colleges.
- Troubleshoots technical problems with the district's international student database.
- Works closely with Office of International Affairs and the Office of International Education in implementing programs and services.
  
- Coordinates international student orientation and reception at the beginning of each semester (including summer term) and student activities year-round to provide support to students and to facilitate their adjustment to life in the United States.
- Provides information on programs and support services for international students.
- Maintains communication with community agencies dealing with international student needs and issues and develops and implements outreach activities as needed in cooperation with college personnel.
- Assists the Associate Vice Chancellor in organizing promotional activities and providing recruitment materials and related services to agencies and schools.
- Provides in-service training programs for faculty and staff to address the special needs of international students.
- Performs other related duties as assigned.
- Performs other related duties as required.

### **Specific to Recruitment and Retention**

- Advises F-1 international students on admissions requirements, college programs, services and F-1 rules and regulations
- Participates in online and in person recruitment activities in the U.S. and abroad as required to recruit F-1 international students
- Tracks, monitors and follows up with direct and indirect F-1 international student leads
- Develop contacts with local and global international community

**Job Description:** International Student Support Specialist

- Designs, organizes, and implements all F-1 international student presentations for the purposes of F-1 international student recruitment
- Develop and maintain activities calendar and propose and arrange new innovative activities
- Assists with the coordination of F-1 international student orientation, F-1 international Education Week, International Graduation Awards Ceremony and other events
- Assist with outreach and retention of F-1 international students, including developing strategies to enhance student completion and success
- Coordinates and plans retention strategies that support the unique needs of F-1 international students
- Post/publish and disseminate information related to F-1 international student activities, programs, and other information through social media, websites, and other forums
- Create requisitions and purchase orders to pay bills and order supplies
- Assist and follow up with travel request and expense claim forms
- Creates work orders for office maintenance and needs
- Serve as a Designated School Official (DSO)
- Perform other duties as assigned

**MINIMUM QUALIFICATIONS**

**Admissions/Enrollments**

1. Graduation from an accredited college or university with a Bachelor's Degree from an accredited college or university in one of the social sciences, or a related field and one (1) year of professional experience working with international students and implementing INS regulations; or an equivalent combination of training and experience which demonstrates the ability to perform the duties of the position.
2. Skill in analyzing computerized data and in writing appropriate reports.
3. Knowledge and proficiency in the operation and use of personal computers utilizing word processing, spreadsheet and database management software programs (e.g., MS Office Suite, MS Word, Excel, Access and PowerPoint, etc.) and the Internet browser, websites, and e-mail.
4. Understanding of, sensitivity to, and respect for the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students.

### **International Affairs**

1. Graduation from an accredited college or university with a Bachelor's Degree from an accredited college or university in one of the social sciences, foreign languages, international relations or a related field and one (1) year of professional experience working with international students and implementing INS regulations; or an equivalent combination of training and experience which demonstrates the ability to perform the duties of the position.
2. Possess excellent written and oral communication skills and interpersonal skills.
3. Ability to complete multiple tasks, meet deadlines and perform well in a demanding work environment, as well as be able to handle confidential materials.
4. Possess creativity and innovation in developing and implementing international activities.
5. Understanding of, sensitivity to, and respect for the diverse academic, socioeconomic, cultural and disability and ethnic backgrounds of community college students.

### **Student and Exchange Visitor Program Compliance**

1. Graduation from an accredited college or university with a Bachelor's Degree from an accredited college or university in one of the social sciences, or a related field and one (1) year of professional experience working with international students and implementing INS regulations; or an equivalent combination of training and experience which demonstrates the ability to perform the duties of the position.
2. Knowledge of SEVIS reporting requirements and familiarity with fsa ATLAS software.
3. Familiarity with or ability to learn complex federal regulations regarding F and M visas.
4. Experience with international student admissions.
5. Critical thinking skills including policy analysis and evaluation of compliance issues and processes.
6. Strong interpersonal, oral and written communication and leadership skills.
7. Understanding of, sensitivity to, and respect for the diverse academic, socioeconomic, cultural and disability and ethnic backgrounds of community college students.

### **Recruitment and Retention**

1. Graduation from an accredited college or university with a Bachelor's Degree from an accredited college or university in one of the social sciences, or a related field and one (1) year of professional experience working with international students and implementing INS regulations; or an equivalent combination of training and experience which demonstrates the ability to perform the duties of the position.
2. One (1) year of professional experience working with F-1 international students and/or with outreach and retention
3. One (1) year experience studying or working abroad.

**Job Description:** International Student Support Specialist

4. Ability to travel locally and internationally (35%).
5. Knowledge and proficiency in the operation and use of computers, technology and social media including but not limited to spreadsheet and database management software programs (e.g., MS Office Suite, MS Word, Excel, Access and PowerPoint, etc.) and other relevant tools for communication.
6. Understanding of, sensitivity to, and respect for the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students

**DESIRABLE QUALIFICATIONS**

**Admissions/Enrollments**

- Master's Degree from an accredited college or university in a related field.
- Knowledge of educational admissions policies and procedures.
- Knowledge of college and community resources for international students.
- Ability to speak another language

**International Affairs**

- Master's Degree from an accredited college or university in a related field.
- Ability to speak another language.
- Experience in working or traveling abroad.

**Student and Exchange Visitor Program Compliance**

- Master's Degree from an accredited college or university in a related field.
- Experience in community college or other higher education setting.
- Knowledge of the Family Educational Rights and Privacy Act (FERPA) rules and regulations.
- International and intercultural experience.
- Ability to speak another language.

**Recruitment and Retention**

- Master's Degree from an accredited college or university in a related field.
- Intercultural awareness and ability to communicate with non-native English speakers.
- Ability to speak another language.

## **ENVIRONMENTAL DEMANDS**

- Occasional work performed alone
- Constant work around and with people

## **PHYSICAL REQUIREMENTS**

- Occasional standing, walking, stooping, kneeling, squatting, and climbing stairs
- Occasional lifting and carrying up to 15 lbs.
- Occasional pushing and pulling up to 20 lbs.
- Occasional twisting of body
- Occasional use of manual dexterity
- Occasional use of tactile acuity
- Occasional use of visual acuity from a distance, with depth, and for color
- Frequent work at a rapid pace
- Frequent reaching, high, low, and level
- Frequent audio acuity at all ranges, including speech
- Frequent visual acuity for reading
- Constant sitting
- Constant use of clear oral communication

## **TOOLS AND EQUIPMENT USED**

- Standard Office Equipment.

Revised: February 22, 2019