



Cañada College ♦ College of San Mateo ♦ Skyline College

GENERIC POSITION DESCRIPTION

COLLEGE INTERNATIONAL STUDENT PROGRAM MANAGER

A Classified Supervisory Exempt Position
Grade 189E – Salary Schedule 35

A. General Statement

The College International Student Program Manager is responsible for the day-to-day operation of the international students program and performs a variety of administrative, technical and specialized duties in support of international students including coordination, implementation, and evaluation of international enrollment services and other related student support services. The College International Student Program Manager advises and assists international students, parents, and faculty in academic and immigration matters. The employee collaborates with the District's Director of International Education and appropriate staff from sister colleges, college administrators, faculty and staff to coordinate activities that support the international student program. The employee maintains effective partnerships and working relationships with other college programs, government agencies, educational institutions, community organizations, business representatives, and partner organizations/individuals. Public contact is extensive and includes communication with U.S. and foreign-based individuals and organization representatives, both English and non-English speakers, people from a wide variety of ethnic and cultural backgrounds, staff, students, other educational institutions, and the general public for the purpose of exchanging program information. A high degree of independent judgment and creativity is required to plan and implement major workloads and to provide input into workflow and project planning and implementation. Consequences of errors in judgment could be costly in public relations, student, and employee time. The College International Student Program Manager can lead the work of other clerical staff, volunteers and student assistants as assigned.

B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Provides direction and coordination and develops program goals and objectives for the international education programs, including the College International Student Center
2. Collaborates with district international student education staff, as well as appropriate staff from sister colleges to implement districtwide international student initiatives, outreach and marketing efforts, and various activities and program for international students
3. Assists in the planning, budgeting, development and implementation of international education, which may include student and faculty exchange programs, international student recruitment, study abroad

initiatives, and on-campus international student programs

4. In conjunction with other college and district staff, students, other educational institutions, and business/community representatives, evaluates international recruitment programs, activities, and services
5. Hires, trains, supervises, and evaluates classified support staff and student assistants
6. Assists with international recruitment and international travel as assigned
7. Collaborates with District international education staff, as well as appropriate staff from sister colleges, to ensure consistency in application and admissions procedures and to manage international student admissions and transfer records
8. Develops and maintains partnerships with English language schools in the United States and with foreign institutions of higher education to facilitate the District's recruitment of international students
9. Facilitates the application process with appropriate public and private agencies in California and the United States and/or in foreign countries
10. Oversees the admission process for international students, including review of admissions applications, evaluation of I-20 eligibility, assessment of transcripts, English proficiency, and financial documents
11. Coordinates, implements and maintains the Student and Exchange Visitor Information System (SEVIS) as mandated by the Department of Homeland Security (DHS), United States Citizenship and Immigration Services (USCIS) and the Department of State, including maintaining, tracking and submitting appropriate documentation for SEVIS
12. Serves as either the Principal Designated School Official (PDSO) or the Designated School Office (DSO) with associated duties as mandated by SEVIS, including but not limited to SEVIS recertification and audits
13. Advises faculty, staff and students regarding immigration and admissions issues as they relate to international students involving the interpretation of a variety of pertinent and complex laws, codes and regulations and conveys this information to students, parents and staff
14. Provides technical assistance and advises international students in such areas as finances, employment, eligibility, health care and insurance
15. Implements policies and procedures of the College, District, SEVIS, DHS and other applicable agencies
16. As directed, serves as a liaison between international and governmental agencies regarding international student program matters;
17. Researches, compiles data for, and prepares reports, surveys, and needs assessments to comply with local, state, and federal regulations and to determine appropriate program services for international students
18. Oversees the development and maintenance of the international student database and College International Student Program website
19. Monitors international student enrollment and prepares appropriate enrollment reports
20. Oversees the development, coordination, and implementation of a variety of programs and activities for international students to increase student retention, success and engagement, including the new international student orientation and handbook, and club activities and events
21. As directed, collaborates with College faculty and staff to integrate international students into the college and community, to bring international themes to campus events
22. Designs, develops, and implements a process to assist international students with their relocation to the Bay Area and their adaptation to the College, including assistance with housing, banking, and access to public transportation
23. Coordinates with College counselors and staff to ensure that international students are enrolled in the appropriate course of instruction
24. Assists students in accessing support services that will facilitate their academic success
25. Serves as a member of the District International Education Committee
26. Performs other related duties as assigned

C. Requirements

1. Bachelor's degree in Business Administration, Management, or a closely related field
 2. Minimum of one year of professional work experience in international student program planning, implementation, and evaluation
 3. Knowledgeable of SEVIS regulations
 4. Extensive public contact experience with people of diverse cultures, language groups and abilities, including public speaking
 5. Experience with event planning, including planning, coordination, and management
 6. Experience with training and leading the work of others
 7. Experience with the use of a variety of computer software to maintain databases, compose and prepare correspondence, reports, presentations, and other written materials
 8. Experience with research and compiling data for, formatting, and preparing statistical, financial and other reports
 9. Demonstrated skill in multi-tasking, prioritizing workloads, and working independently
 10. Demonstrated skill in working as part of a customer service team
- OR
- An equivalent combination of education and experience

D. Physical/Other Requirements

This classification requires patience, confidentiality, and sensitivity, as well as flexibility and adaptability. It also includes data comparison and interpretation; contact in close proximity with individuals and groups; work under deadline pressure; discretion and tact, multi-tasking; attention to detail; manual dexterity; pulling, pushing, reaching; moving items of light to moderate weight; listening/comprehension of a variety of directional formats; flexibility, driving a motor vehicle, good memory, oral communication to small and large groups, and adaptability in order to perform the essential functions.

E. Knowledge, Skills & Abilities

1. Demonstrated experience working with international students and international programs, including working in higher education institutions
2. Experience working with federal and state policies, procedures, regulations and laws pertaining to international student programs and services
3. Knowledge of DHS, USCIS, and SEVIS regulations and procedures, and code of ethics for International Educators
4. Experience working with the range of resources and services required and available to support international students
5. Ability to effectively present information and respond to questions from students, faculty, staff, and public
6. Skill in respectful, tactful and sensitive interaction with people who are diverse in their cultures, language groups and abilities
7. Skill in working with international students to develop plans that meet their educational goals
8. Skill in providing support to international students as they transition to living in the Bay Area and to studying at the college
9. Skill in strategic planning, program coordination and program evaluation
10. Skill in budget planning, implementation, evaluation and reporting
11. Skill in persuasive oral and written communication
12. Proficiency in a second language

13. Ability to work effectively as part of a customer service team and to foster a cooperative team approach
14. Skill in establishing and maintaining effective and efficient working relationships with College and District staff as well as community partners
15. Ability to handle complex details and deadlines
16. Skill in using spreadsheets and a variety of computer software, including the Microsoft Office Suite to create complex reports, correspondence, data analysis, presentations and file systems, access student records, manage a database, design and maintain a web site, etc.
17. Ability to exercise good judgment and discretion in handling sensitive or confidential information
18. Ability to multi-task, prioritize, follow through and meet deadlines
19. Ability to work independently
20. Ability to write reports, business correspondence, and procedure manuals
21. Ability to work some evening and weekend hours

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