

INTERNATIONAL STUDENT SERVICES SPECIALIST

DEFINITION

Under general supervision, provides a variety of complex student support services for international students, including monitoring and reporting enrollment into Student Exchange Visitor Information System (SEVIS) and verifying visa and immigration status; develops and implements recruitment strategies and marketing materials; provides information and assistance to students and visitors regarding registration, student records, and admissions.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Assistant Director, Admissions and Records. May provide technical and functional direction to assigned administrative support staff or student workers.

CLASS CHARACTERISTICS

This is the journey-level classification in the International Student Services Specialist class series. Incumbents are capable of performing the full range of international student support services. Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from Admissions and Records Specialist classifications by primarily providing support to international students and ensuring compliance with immigration and District policies, procedures, rules, and regulations. This class is further distinguished from the Lead International Student Services Specialist in the latter is responsible for more complex and higher-level of technical laws related to international students, exercises a higher level of discretion and independent decision-making, and provides technical and functional direction to lower-level support staff.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Serves as Designated School Official (DSO), including enrolling immigrant students and issuing Certificate of Eligibility, Form I-20; prepares, maintains, and monitors student records and documentation for international students in accordance with Department of Homeland Security (DHS) and District policies, procedures, rules, and regulations; serves as a liaison between students, DHS, Student Exchange Visitors Program, counselors, faculty, and staff.
2. Evaluates, reviews, and advises students on immigration status and documents, academic standings, and employment.
3. Monitors students F-1 visa status, retention, and academic progress; verifies international student enrollment and updates enrollment information in SEVIS every semester; processes Reduce Course Load requests; reviews documentation for and authorizes participation in Optional Practical Training or Curricular Practical Training.
4. Conducts orientation meetings on immigration regulations, registration requirements, and information on maintaining students' status.

5. Reviews transfer requests and releases SEVIS records to other colleges and universities.
6. Develops and implements recruitment strategies and marketing materials regarding international student services program.
7. Assists in developing and implementing program policies and procedures.
8. Answers questions from and provides support services to international students and visitors regarding registration, admissions, student records, and other student services policies and procedures of the college; processes suspense applications, transfers, residency reclassification requests, enrollment verification, nonresident tuition exemption, and other student services requests.
9. Compiles information and data for various reports; checks and ensures accuracy of the data.
10. Maintains and updates departmental record systems and specialized databases; enters and updates information; retrieves information from systems and specialized databases as required.
11. Maintains accurate and detailed spreadsheets, files, and records, verifies accuracy of information, researches discrepancies, and records information.
12. Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
13. Prepares, copies, collates, and distributes a variety of documents; ensures proper filing of copies in departmental or central files.
14. Screens calls, visitors, and incoming mail; assists students and visitors at front counter and directs to appropriate locations and/or staff; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints.
15. Composes, types, formats, and proofreads a variety of routine letters, reports, and documents.
16. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
17. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
18. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
19. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
20. Prepares and delivers oral presentations related to assigned areas as required.
21. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
22. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.

2. Student and international student admissions and records rules, processes, and procedures of a college.
3. Research and reporting methods, techniques, and procedures.
4. Principles and practices of data collection and report preparation.
5. Applicable federal, state, local, and District policies, codes, regulations, technical processes, and procedures related to the program to which assigned.
6. Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
7. Record keeping principles and procedures.
8. Principles, practices, and techniques of effectively dealing with the public and basic public relations.
9. English usage, spelling, vocabulary, grammar, and punctuation.
10. Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of various ages, disabilities, various socio-economic and ethnic groups.

Skills & Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Interpret, apply, explain, and ensure compliance with applicable federal, state, local and District policies, procedures, and regulations.
5. Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.
6. Conduct research; analyze, interpret, summarize, and present technical information and data in an effective manner.
7. Respond to and effectively prioritize multiple phone calls and other requests for service.
8. Compose and prepare basic reports, correspondence, and other written materials independently or from brief instructions.
9. Make accurate mathematical and basic statistical computations.
10. Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
11. Establish and maintain a variety of filing, record keeping, and tracking systems.
12. Organize own work, set priorities, and meet critical time deadlines.
13. Operate modern office equipment including computer equipment and specialized software applications programs.
14. Use English effectively to communicate in person, over the telephone, and in writing.
15. Understand scope of authority in making independent decisions.
16. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.

17. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

1. Equivalent to an Associate's degree from a regionally accredited college; and
2. Three (3) years of experience in international student admissions at an institution of higher education.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses and Certifications:

Possession of, or ability to obtain, Student Exchange Visitors Program training certificate for Designated School Official issued by United States Immigration and Custom Enforcement.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.