

CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

PROGRAM COORDINATOR – INTERNATIONAL STUDENTS

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under direction, perform a full range of administrative, programmatic, and technical duties in support of the International Student Program at an assigned College including duties related to the recruitment and admission of international students, housing program, student tracking system, and developing an outreach plan; process, review, and approve international student admissions applications; maintain and update student records and reports; provide information and assistance to international students; and ensure compliance with federal, state, and District policies.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Participate in the administration of the assigned International Student Program office; plan and oversee daily activities of the office; prepare and update office procedural manuals in accordance with District policy and laws; represent International Student Program Office on assigned College committees.
2. Serve as liaison between the International Student Program Office and staff, current and prospective students, outside agencies, and the general public; answer questions, clarify information, respond to requests, and interpret and explain District, College, and program area policies and procedures as well as immigration laws, rules, and regulations.
3. Serve as Principal Designated School Official; maintain the College's approval to enroll non-immigrant students utilizing established rules, regulations, and procedures; ensure international students comply with laws and government policies pertaining to F-1 and M-1 visas; receive, review accuracy of, evaluate, validate, approve, and process international student admissions applications; determine eligibility for acceptance; maintain related records.
4. Establish and maintain cooperative working relationships with other agencies and law enforcement entities including the Social Security Administration, Department of Motor Vehicles, customs enforcement agencies, federal immigration adjudication officers, United States embassies, Department of Homeland Security, U.S. Citizenship & Immigration Services, and the State Department; communicate using phone, internet, and Student Exchange and Visitor Information System (SEVIS).
5. Collaborate with International Student Program staff in designing and implementing recruitment strategies; participate in outreach events aimed at increasing the College's international student enrollment.
6. Advise international students regarding issues related to visa renewal, immigration status, practical training, regulation changes, and other DHS mandated regulations.
7. Maintain contact with international students on a continuing basis, answering questions regarding College procedures and student housing, assisting with registration and payment of fees, and addressing personal problems such as housing and transportation.

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8. Implement and maintain immigration compliance processes and procedures related to foreign students and their stay in the United States; maintain information and records related to travel authorization, extension authorizations, transfer of schools authorization, employment authorization, termination of visa, federal adjudication process, enforcement issues, and related matters.
9. Work collaboratively with faculty and other departments including ESL, Assessment Testing Center, Tutorial Center, and Career Transfer Center to ensure a smooth transition and provide a positive educational experience for current and prospective students.
10. Monitor international student academic progress to ensure compliance with immigration and College regulations; provide information to students who are falling out of status on options available to correct status; discuss violation and provide information for reinstatement; take necessary action and assume responsibility for complete follow-through for reinstatement; place international office student holds as necessary.
11. Enter and maintain a variety of data and information into various systems including SEVIS; oversee and participate in the establishment and maintenance of a variety of complex, interrelated filing systems; establish and maintain files for information, records, and reports.
12. Collaborate with the International Student Program staff in developing and expanding international student activities, such as International Student Club, trips and tours, and other activities that will promote student familiarization with the College and the general culture.
13. Attend National Association of Foreign Student Advisors (NAFSA) workshops and seminars to ensure a thorough knowledge of current immigration rules and regulations regarding international student admissions; update staff on current procedures.
14. Provide orientation and training to new employees when assigned; assign, schedule, train, and provide work direction to lower-level office staff and student workers as assigned; prioritize work assignments; review and validate completed work for accuracy.
15. Perform related duties as required.

MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

1. Operational characteristics, services, and activities of the functions, programs, and operations of the International Student Office.
2. Pertinent federal, state, and local laws, codes, and regulations including immigration rules, regulations, procedures, policies, and codes related to foreign entry student visas.
3. Current USCIS and DHS laws and regulations.
4. California Community College residency regulations and requirements.
5. District policy regarding admissions and records, evaluations, residency, transference of credit units, grievances, and general education requirements.
6. Diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students.
7. Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
8. Work organization and office management principles and practices.

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9. Principles, practices and procedures of complex fiscal, statistical, and administrative research and report preparation.
10. Principles, practices, and procedures of business letter writing.
11. Principles and procedures used in complex, inter-related record keeping.
12. Principles and practices used to establish and maintain files and information retrieval systems.
13. Principles and techniques used in public relations.
14. Interpersonal skills using tact, patience and courtesy.
15. English usage, grammar, spelling, punctuation, and vocabulary.

Ability to:

1. Coordinate and oversee the daily operations and activities of the International Student Program Office.
2. Understand the organization and operation of the International Student Program Office as necessary to assume assigned responsibilities.
3. Understand, interpret, and apply administrative and office policies and procedures as well as pertinent laws, regulations, and ordinances.
4. Maintain current knowledge of program rules, regulations, requirements, and restrictions.
5. Perform responsible and difficult programmatic and administrative duties involving the use of independent judgment and personal initiative.
6. Evaluate student transcripts and other admissions documents according to established procedures.
7. Provide information and assistance to international students on a variety of topics; advise students in compliance with federal regulations.
8. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
9. Exercise good judgment and discretion in analyzing and resolving confidential, difficult, and sensitive situations.
10. Respond to requests and inquiries from students, staff, foreign governments, or the public; effectively present information in person or on the telephone to students, staff, or the public.
11. Research, compile, analyze, and interpret data and information.
12. Prepare a variety of clear and concise administrative and financial reports.
13. Implement and maintain filing and record-keeping systems.
14. Independently compose and prepare correspondence and memoranda.
15. Plan and organize work to meet schedules and changing deadlines.
16. Work within the policies, functions, and requirements of area of assignment.
17. Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
18. Adapt to changing technologies and learn functionality of new equipment and systems.
19. Use correct English usage, grammar, spelling, punctuation, and vocabulary.
20. Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
21. Work independently and effectively in the absence of supervision
22. Communicate clearly and concisely, both orally and in writing.
23. Establish and maintain effective working relationships with those contacted in the course of work.
24. Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.

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Minimum Education & Experience - Any combination of the following would provide a typical way to obtain the required knowledge and abilities.

Education/Training:

Equivalent to the completion of a Bachelor's degree with major course work in liberal studies, foreign studies, or a related field.

Experience:

Three years of increasingly responsible administrative and programmatic experience that includes experience interpreting and ensuring program compliance with rules and regulations, preferably in an educational environment. Experience as a Designated School Official is highly desirable.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting with frequent student and public contact.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

6/19/01

Adopted by Board of Trustees on October 20, 2015

Revised: September 13, 2022

Effective: October 21, 2015, July 1, 2022

Job Family: Technical - Paraprofessional