

## Specialist, International Student Services

**FLSA Status:** Non-Exempt

**Pay Grade:** 12

**Job Title ID:** 121002

**Job Series/Job Family:** Student Support & Success Series / Admissions Family

### Reports To

Supervisor, International Student Admissions

### Job Purpose

To provide support services to prospective students through the international student website; assists students in person and by telephone, regarding immigration and admission requirements.

### Description of Duties and Tasks

*Essential duties and responsibilities include the following. Other duties may be assigned.*

#### **Required**

1. Interpretation and implementation of complex immigration laws, rules, and regulations, with regard to international students
2. Processes change of immigration status applications, tuition bill waivers, proof of enrollments for F1V1âs, I-20 extensions, travel endorsements and travel letters, transferring international students.
3. Provides support and assistant to students, faculty, administrators and others in implementing international students' rules, regulations, policies, and procedures. Assists students on a walk-in basis.
4. Maintains appropriate electronic and paper records. Revises information in student documents as requested; ensures documents received by International Student Office are completed correctly, updates are made on student system and holds are removed; logs documents into spreadsheets, and sends to main Admissions & Records office.
5. Conducts research, data collection, and information to assist and implement international student procedures.
6. Creates and implements immigration orientation presentations for in-coming F-1 international students.
7. Run queries and make necessary changes to maintain and update records Check for major changes to update SEVIS program.
8. Processes new applications for international students by revising documents received to ensure they meet College admission and Department of Homeland Security requirements; maintains files for audit purposes.
9. Assists students at the front desk and by phone regarding inquiries on immigration status, admission requirements, holds on records, and change of information on records.

### Knowledge

*Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.*

#### **Required**

- Customer service principles and practices.
- F-1 student visa rules, regulations, policies, and procedures.
- Principles and practices of international admission procedures.

#### **Preferred**

- Functioning of Student Exchange Visitor Information System.

### Skills

*Must possess required skills and be able to explain and demonstrate, with or without reasonable*

*accommodations, that the essential functions of the job can be performed.*

**Required**

- Maintaining an established work schedule.
- Assessing and prioritizing multiple tasks, projects, and demands.
- Interpreting and applying complex rules, regulations, policies, and procedures, and making effective decisions.
- Process and interpret data acquired from various queries that are tailored to contain international student information.
- Effectively using interpersonal and communications skills including tact, discretion and diplomacy.
- Effectively using organizational and planning skills with attention to detail and follow through.
- Applying international student policies and procedures.
- Applying academic record policy and procedures.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships

**Computer Skills**

**Required**

- Demonstrated proficiency using standard office software applications and student database systems.

**Physical Requirements**

**Required**

- Occasional lifting of objects up to 10 pounds
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is routinely performed in office environments

**Work Experience**

**Required**

- Two years work experience in international student admissions at an institute of higher education and in analyzing and researching information.

**Preferred**

- Work experience in international student admissions and/or in analyzing and researching information

**Education**

**Required**

- Associate degree.

**Preferred**

- Bachelors degree.

**Licenses/Certifications**

**Required**

- Ability to obtain Notary Public.

**Preferred**

- DSO Certification.

**Safety**

**Required**

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.