

NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION

Job Title:	International Student's Services Coordinator	Range:	41
Date Revised:		Date Approved:	June 22, 2021

PRIMARY PURPOSE

This position is responsible for coordinating one or more international student's program activities; implementing policies and procedures; and performing a variety of complex program coordination duties, which may include research, facilitation, and coordination of an international student program as assigned including budget functions to assure efficient operations.

ESSENTIAL FUNCTIONS

Examples of essential functions are interpreted as being descriptive and not restrictive in nature.

1.	Coordinate program activities, which may include orientation, outreach, research, and other functions; coordinate daily events with designated Administrator to ensure timely and appropriate coordination of program and office activities; ensure that work is performed in a competent and timely manner.
2.	Develop and coordinate outreach services, including communication with high schools, colleges, professional organizations and community organizations. Develop and coordinate outreach, informational materials, trainings, and workshops. Coordinate program activities throughout the year, including both on and off campus activities, such as field trips, as well as bi-weekly and monthly events. Coordinate, facilitate, and present new student orientations.
3.	Serve as a Designated School Official (DSO) and assist in the admission of international students, including use of the Student and Exchange Visitor Information System (SEVIS) to maintain accurate records and compliance with mandated immigration regulations; explain, interpret, and apply immigration regulations relating to international students; monitor admissions to ensure compliance with District admission policy; prepare and maintain records and files regarding program students. Conduct research to resolve discrepancies. Additionally, support the matriculation process for international students, including orientation, assessment testing, academic counseling, and registration. Communicate with governmental agencies (DOJ, DHS, CBP, EducationUSA, foreign government offices, etc.), private agencies and vendors.
4.	Serve as a resource to designated administrator; schedule meetings, events and appointments; prepare agenda items; maintain records and supplies; receive and process incoming mail. Responsible to make decisions within established regulations, policies and procedures in the absence of designated administrator. Coordinate in the development and implementation of SLOs/SAOs and program review.
5.	Assist in the compilation and preparation of budgets; maintain department expenditures and budgets; Submit purchase requisitions, budget transfers, journal entries, approve expenditures within established guidelines; calculate and submit hourly time sheets; respond to inquiries regarding financial issues. Responsible for office cash control, including the receiving/depositing of money in office safe, as well as preparing and arranging deposits. Prepare expense reports including marketing and recruitment activities to present to manager and those required by funding and audit agencies.
6.	Ensure implementation and maintenance of established District policies and procedures; ensure compliance with state and federal laws, policies and procedures related to assigned program; assist in the development and maintenance of department policies and procedures, which may include projects, policy manuals, training guides, and scheduling protocols as necessary ensuring compliance with District policy and other regulations.

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7.	Supervise, train, evaluate, and direct temporary staff as directed by immediate manager; oversee and counsel student mentorship program.
8.	Research and compile data and prepares statistical reports as directed; ensure compliance with applicable rules, regulations, policies and procedures, and state and federal laws; maintain a variety of complex documents records, statements and reports.
9.	Provide advice and assistance to international students', including support services, MyGateway issues/questions, CCC Apply, ISC forms, acculturation events and opportunities, housing resources, F-1 employment resources, foreign financial aid and scholarships, health insurance coverage, and other college related forms required by District departments, governmental agencies, private agencies and universities and home country agencies. Provide assistance related to serve as resource person to provide information and guidance to students, faculty, staff, and the public on both international and domestic topics as it relates to the program.
10.	Participate in District/College efforts to increase the diversity of faculty and staff and to address student achievement gaps; active assistance in the creation of a welcoming and inclusive work and educational environment; attend and participate in diversity, equity and inclusion trainings and events.
11.	Performs related duties as assigned.

WORKING RELATIONSHIPS

The International Student's Services Coordinator maintains frequent contact with various departments, outside agencies, students, staff, and public.

EDUCATION AND EXPERIENCE

Minimum Qualifications

Sixty (60) college semester units and three (3) years of experience or Bachelor's degree from an accredited institution, and one (1) year of experience, preferably in a field related to the assignment.

Increasingly responsible professional experience within an environment with high emphasis on customer service and program coordination, preferably in an educational setting.

Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

Desirable Qualifications

Prior experience in approaching work and interactions with colleagues and students in an equity minded manner. Ability to provide an inclusive and welcoming work/educational environment.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of District organization, operations, policies and objectives
- Knowledge of communications, marketing and outreach strategies and techniques
- Knowledge of correct English usage, grammar, spelling, punctuation, and vocabulary
- Knowledge of branding and messaging strategies

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Knowledge of communications and media relations techniques and principles
Knowledge of copyrights and licensing
Knowledge of graphic design and software applications
Ability to write, edit and prepare written marketing materials
Ability to communicate effectively, both orally and in writing
Ability to use tact, discretion, courtesy and patience in dealing with sensitive and difficult students and situations
Ability to use a variety of computer software to perform functions such as word processing, desktop and website publishing
Ability to assign and review the work of others
Ability to learn and use new and emerging technologies
Ability to analyze situations accurately and identify an effective course of action
Ability to plan, organize and prioritize work
Ability to meet schedules and time lines
Ability to work independently with little direction
Ability to understand and follow oral and written directions
Ability to establish and maintain effective working relationships with others

SPECIAL REQUIREMENTS

A valid California Driver's License

WORKING CONDITIONS

Professional environment; subject to constant interruptions and frequent interaction with others; sitting for long periods at a time (up to 2-3 hours); Standing for long periods of time (2-3 hours), repetitive use of upper extremities, fine finger manipulations, including hand coordination activities; driving to a variety of locations to attend or make arrangements for activities and events.
