Long Beach Community College District

CLASS SPECIFICATION
International Student Program Admissions Technician

FLSA Status: Nonexempt
EEOC Job Category: Office and Clerical
Union Representation: Represented

GENERAL PURPOSE
Under general direction, performs a variety of specialized and technical admissions and records duties in support of the District’s International Student Program; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
International Student Program Admissions Technician is responsible for performing a variety of specialized and technical admissions and records duties in support of the District’s International Student Program, including reviewing, processing and approving applications and assisting students with registration and enrollment processes and procedures. An incumbent is also responsible for interpreting and explaining international student program rules and regulations and District admissions policies to applicants, students, faculty and staff.

International Student Program Admissions Technician is distinguished from International Student Program Specialist in that an incumbent in the latter class is responsible for facilitating, coordinating, organizing and overseeing recruitment, admissions and records retention activities for the District’s International Student Program.

ESSENTIAL DUTIES AND RESPONSIBILITIES
The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Provides information and answers questions regarding the District’s International Student Program; interprets and explains program rules and regulations and District admissions policies to applicants, students, faculty and staff; provides information to students on obtaining social security numbers, housing, medical insurance and driver’s licenses; responds to inquiries from USCIS regarding international students; prepares student enrollment and tuition verifications, reinstatements, social security number and driver’s license requests and other correspondence as requested.

2. Performs specialized and technical admissions and records duties for the international student program; reviews and processes applications, gathers supporting documents and makes decisions as to the admissibility of program applicants; verifies immigration-related information; notifies applicants of application and admissions status; approves applications and issues I-20s; maintains files of program applications; reviews and evaluates a variety of student applications and forms, such as applications for work permits and reinstatement; maintains DSO status and signs a variety of forms and documents for F-1 students.
3. Serves as liaison between District Registrar and contract education programs to process registrations for international students; assists students with registration processes, payment information and debts and residence and prerequisites requirements; assists students in adding, dropping and repeating classes and getting refunds; researches student financial obligations; tracks student transcript history.

4. Creates, maintains and updates program and student files and records; registers students in the federal government’s Student and Exchange Visitor Information System (SEVIS) and creates, maintains and updates student records.

5. Collects, compiles, verifies and records information for the preparation of statistical records and reports for state and District purposes.

6. Provides general counseling and advice to students on academic, student life and personal issues.

OTHER DUTIES

1. Assists in training and supervising student staff.

QUALIFICATIONS

Knowledge of:

1. Immigration and Naturalization Service regulations regarding foreign students.
2. Federal, state and local laws and District policies regarding foreign students.
3. District admissions procedures and requirements.
4. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.
5. District curricula and instructional programs.
6. Research methods and data analysis techniques.
7. Principles and practices of sound business communication.
8. Standard business software, including word processing and spreadsheet programs.

Ability to:

1. Organize, set priorities and exercise sound independent judgment within areas of assigned responsibility.
2. Interpret, apply, explain and reach sound decisions in accordance with District and program policies, procedures and labor contract provisions.
3. Communicate clearly and effectively, both orally and in writing.
4. Operate a computer using word processing and other business software and other standard office equipment.
5. Organize and maintain specialized files.
6. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.
7. Exercise sound, independent judgment within general policy guidelines.
8. Maintain confidentiality of District files and records.
9. Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.
10. Establish and maintain effective working relationships with District management, staff, faculty, administrators, applicants, students and others encountered in the course of work.

**Education, Training and Experience:**
A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent; and three years experience providing customer service; and least two years of which was in a college or community college environment; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**
A valid California driver's license and the ability to maintain insurability under the District’s vehicle insurance policy.

**PHYSICAL AND MENTAL DEMANDS**
The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands**
While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Mental Demands**
While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with District management, staff, faculty, administrators, applicants, students and others encountered in the course of work.
WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet.