Long Beach Community College District

CLASS SPECIFICATION
International Student Program Manager

FLSA Status: Exempt
EEOC Job Category: Officials and Administrators
Union Representation: Unrepresented

GENERAL PURPOSE
Under general direction, plans, coordinates, organizes and manages the District’s International Student Program; develops and implements international student recruitment efforts and manages program enrollment; acts as liaison for the Home-Stay program and works with local families and housing agencies to provide living arrangements for international students; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
International Student Program Manager is responsible for managing, organizing and directing the District’s International Student Program. An incumbent is responsible for developing and managing international student recruitment, orientation, off-campus housing, student health insurance programs and applications and admissions processes. An incumbent is also responsible for monitoring student academic progress to ensure compliance with INS regulations and preparing reports to the federal government’s Student and Exchange Visitor Information System. Assignments are broad in scope and allow for a high degree of administrative discretion in their execution.

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. Plans, organizes, controls, manages and evaluates the work of the International Student Program; with subordinate staff, participates in establishing operational plans and initiatives to meet program goals and objectives; implements program plans, processes, procedures and policies required to achieve overall program performance results; coordinates and integrates program functions and responsibilities to achieve optimal efficiency and effectiveness; participates in developing and monitoring performance against the annual program budget.

2.Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; monitors performance and provides coaching for performance improvement and development; provides or recommends compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, subject to management concurrence, in accordance with the District’s classified human resources policies and procedures and labor contract provisions.
3. Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment which supports achieving District objectives and service expectations; provides leadership and participates in programs and activities that promote a positive employee relations environment.

4. Plans, coordinates, integrates, organizes and manages the District’s International Student Program; promotes the academic and personal growth of international students; monitors program compliance with federal and District policies and regulations pertaining to international students; manages application and cultural activity fee accounts and collects and deposits fees; develops, produces and prepares program newsletters.

5. Develops and manages international student recruitment plans and programs; determines annual ad placement and tracks advertising effectiveness; prepares advertising and ad copies; manages the programs advertising budget.

6. Manages and directs the program’s application and admissions processes; evaluates and updates application forms and maintains web-based applications; reviews student applications and directs or participates requesting missing or corrected documents from applicants; supervises staff in preparing admissions packets; prepares new student I-20 forms; follows up with students who do not attend orientation and admits students for future semesters; tracks and reports enrollment statistics to administrators and department heads.

7. Coordinates, designs, organizes, implements and delivers the international student orientation program; invites guest speakers; supervises staff and students in delivering orientation components; maintains and updates program handbooks as needed.

8. Manages and supervises the off-campus housing program for international students; provides liaison with off-campus housing providers and local families to provide living arrangements for international students.

9. Manages and monitors the international student health insurance program for program rates and student compliance; works with outside vendors to ensure students receive health insurance; places and releases holds on student accounts as required to ensure students maintain health insurance coverage; confers with vendors regarding benefits problems; explains insurance policies and procedures to students; makes recommendations for new insurance vendors if necessary.

10. Monitors student academic progress to ensure compliance with INS regulations; coordinates necessary interventions with INS on behalf of students; advises and counsels students on immigration regulations and District international student requirements to remain eligible for attendance at the District; provides general counseling and advise to students on personal issues.

11. Manages the federal government’s Student and Exchange Visitor Information System (SEVIS); creates, maintains and updates student records in SEVIS; prepares reports of accepted applicants, no-shows, student registration, address changes, permission for low-course loads, termination of records, failures to enroll, student graduations and program completions and students with below full-course loads without permission; requests reinstatements of I-20s as necessary; follows up to ensure student records are reactivated when students are reinstated; monitors SEVIS alerts and takes action as
necessary; prepares student enrollment verifications, social security number requests, letters of invitation for family members and other correspondence as requested.

12. Directs, supervises and evaluates program cultural activities and student participation in District activities; plans and conducts cultural activities and trips for program students; plans and administers the American Language and Culture Institute’s budget; acts as advisor to the International Student Club; evaluates eligibility and recommends student applications for off-campus employment authorization.

OTHER DUTIES
1. Hires, trains and supervises 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. 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 public administration for budgeting, purchasing and maintenance of public records.
8. Principles and practices of sound business communication.
9. Procedures and codes used to access and enter student data in the District’s enterprise student records system.
10. Standard business software, including word processing and spreadsheet programs.
11. Principles and practices of effective management and supervision.
12. District classified human resources policies and procedures and labor contract provisions.

Ability to:
1. Plan, organize and direct the work of program staff.
2. Establish work standards and goals and evaluate results.
3. Organize, set priorities and exercise sound independent judgment within areas of assigned responsibility.
4. Interpret, apply, explain and reach sound decisions in accordance with District and program policies, procedures and labor contract provisions.

5. Communicate clearly and effectively, both orally and in writing.

6. Operate a computer using word processing and other business software and other standard office equipment.

7. Organize and maintain specialized files.

8. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.


10. Maintain confidentiality of District files and records.

11. Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.

12. Establish and maintain effective working relationships with District management, staff, faculty, administrators, applicants, students, housing providers, vendors 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 a four-year college or university with a degree in business administration, public administration, international studies, education or a related field; and two years of progressively responsible experience organizing and managing an international student program in a college or university 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 complex data, information and documents; analyze and solve complex 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, housing providers, vendors 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.