# PERALTA COMMUNITY COLLEGE DISTRICT – March 2025

CLASSIFIED JOB DESCRIPTION

# SENIOR INTERNATIONAL STUDENT SUPPORT SPECIALIST

**(SEIU Local 1021 Salary Range 92)**

**Job Code: 1099**

**CLASS PURPOSE**

Under direction of the Director of International Services, performs professional level work related to providing administrative support to the Office of International Education; coordination of international students support services related to admissions/enrollment, orientation and outreach, and recruitment and retention; tracks and reports requirements utilizing database software and ensures compliance with the Student and Exchange Visitor Information System (SEVIS) and Immigration and Naturalization Services (INS) guidelines, as well as Study Abroad. Performs related duties as assigned.

# WORK SCHEDULE

This is normally a full-time position with a work schedule of five days and 40 hours/week. Duties are performed 12 months a year. May be required to work some evenings and Saturdays during peak periods, such as registration, audits, fiscal year end, graduation, etc.

# EXAMPLES OF ESSENTIAL DUTIES:

Any one position may not include all of the duties listed nor do listed examples include all tasks which may be found in positions of this class. To perform this job successfully, an individual must be able to perform each essential duty of the position satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions required for the position.

# Specific to Admissions/Enrollments

* Coordinate and oversee international student admissions/enrollment application processes, including reviewing applications, communicating with students, community members, and partners while applying USCIS rules and regulations; refers international students to appropriate college support services, such as tutoring, vocational education, counseling, orientation, admissions, matriculation, instruction, and public information.
* Serve as the point person for the Office of International Education on any topic related to international admissions and as a liaison between the college personnel and the District’s Office of International Education Department.
* Coordinate and oversee applicable international student files and records and prepare necessary reports for audit and validation purposes.
* Manage and oversee all technical and regulatory aspects of the international student application process utilizing PeopleSoft as well as in OIE’s international student databases. Provides training to staff as needed.
* Review, develop, and recommend international admissions policies, procedures, and practices to track international students and ensure that they are complying with college and Immigration and Naturalization Services (INS) guidelines.
* Provides supervision on international student admissions and related problems, submit IT, SEVIS, and other related tickets, and follow up with issues as they arise; effectively communicate with students.
* Maintains positive communication with community members, partners, students, and colleagues and fosters a collaborative work environment.
* Attends meetings and serve on committees as assigned, to represent the Office of International Education for international students.
* Develop, review, update, and lead the international student orientation, Welcome Day, and other international student programming related to academic, cultural, and social adjustments for new international students.
* Generates, reviews, and analyzes reports, student data, and directives, and confers with others to obtain accurate data required for planning department and/or program needs; evaluates and applies USCIS guidance
* Attend and assist in outreach activities as needed in cooperation with college personnel.
* Provides in-service training programs for faculty and staff to address the special needs of international students.
* Develop and train peer advisors and other part-time staff
* Support the Director of International Education with internal and external meetings and follow-ups.
* Performs other related duties as required.

# Specific to Student and Exchange Visitor Program Compliance

* Manage and oversee all technical and regulatory international student requests and processes, including but not limited to, Reduced Course Loads, Extensions, end of program, and more utilizing PeopleSoft as well as in OIE’s international student databases. Provides training to staff as needed.
* Manage and review all international student SEVIS processes and ensure accurate enrollment lists and headcounts; ensure data integrity in student databases, and SEVIS compliance; Serve as a Designated School Official (DSO).
* Stay up to date and communicate best practices with staff on SEVIS related policies and changes, international student programming, and student services.
* Oversee and facilitate the submission of semester, annual, and other data to the Director as well as assist the Director in creating reports upon request.
* Develop training sessions for district employees and college faculty and staff concerning international student rules and regulations, DSO related responsibilities, and implications of these rules for the district and colleges.
* Serves as the point person for SEVIS related issues between the Office of International Education, IT, and other software providers to troubleshoot technical problems with the international student database.
* Develop, recommend, and implement programs and services to support international students including year-round student activities, workshops, messages, and student meetings.
* Provides information on programs and support services for international students
* Manages and reviews international student health insurance waiver requests as well as facilitates invoices, student lists, and billing.
* Assist in international student welcome days, graduation, international education week, and more as needed.
* Available to attend conferences for professional development.
* Performs other related duties as assigned.

# Specific to Recruitment and Retention

* Identifies, develops, and recommends international marketing and recruitment strategies; organize and attend a range of overseas student recruitment events including exhibitions, school visits, sponsor meetings and working with agent representatives.
* Manage relationships and partnerships associated with specific international markets, including assisting the Director in identifying, developing and maintaining links with key external stakeholders, including government ministries, embassies, university partners and agents.
* Conduct and host visits by agents, embassies, educational institutions and other relevant bodies, including hosting delegations and giving presentations.
* Oversee and maintains information on international admissions requirements, college programs, services, and F-1 rules and regulations.
* Manages and tracks direct and indirect F-1 international student leads; coordinates follow up and conversions.
* Administer and maintain contacts with local and global international community.
* Manage and coordinate all F-1 international student presentations for the purposes of F-1 international student recruitment, promotional activities, and marketing.
* Post/publish and disseminate information related to F-1 international student activities, programs, and other information through social media, websites, and other forums.
* Coordinates and plans retention strategies that support the unique needs of F-1 international students, including developing strategies to enhance student completion and success.
* Manage and coordinate activities calendar and propose and arrange new innovative activities.
* Assists with the coordination of F-1 international student orientation, F-1 international Education Week, International Graduation Awards Ceremony and other events.
* Create requisitions and purchase orders to pay bills and order supplies.
* Manage all work purchases and orders for the office, maintenance, and needs which include requisitions, purchase orders, etc.
* Assist and follow up with travel request and expense claim forms.
* Serve as a Designated School Official (DSO).
* Perform other duties as assigned.

**MINIMUM QUALIFICATIONS**

# Admissions/Enrollments

* 1. Graduation from an accredited college or university with a bachelor’s degree from an accredited college or university in one of the social sciences, or a related field and three (3) years of professional experience working with international students and implementing INS regulations; or an equivalent combination of training and experience which demonstrates the ability to perform the duties of the position.
	2. Ability to prepare and maintain accurate and complete student records as well as interpret and apply educational admissions policies and procedures related to international students and the District.
	3. Ability to analyze situations accurately and take an effective course of action.
	4. Ability to establish and maintain cooperative working relationships with others.
	5. Knowledge and proficiency in the operation and use of computers, technology and software including but not limited to spreadsheet and database management software programs (e.g., MS Office Suite,.) and the capacity to learn new and emerging tools.
	6. Understanding of, sensitivity to, and respect for the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students.
	7. Eligible to serve as a Designated School Official.

# Student and Exchange Visitor Program Compliance

1. Graduation from an accredited college or university with a bachelor’s degree from an accredited college or university in one of the social sciences, or a related field and three (3) year of professional experience working with international students and implementing INS regulations; or an equivalent combination of training and experience which demonstrates the ability to perform the duties of the position.
2. Ability to interpret and apply complex federal regulations regarding F and M visas including SEVIS reporting requirements.
3. Ability to apply technical skills and effectively use technology such as Terra Dotta, PeopleSoft, and available PCCD software.
4. Critical thinking skills including policy analysis and evaluation of compliance issues and processes.
5. Strong interpersonal, oral, and written communication as well as establish and maintain cooperative working relationships with students and colleagues.
6. Understanding of, sensitivity to, and respect for the diverse academic, socioeconomic, cultural and disability and ethnic backgrounds of community college students.
7. Eligible to serve as a Designated School Official.

# Recruitment and Retention

1. Graduation from an accredited college or university with a bachelor’s degree from an accredited college or university in one of the social sciences, or a related field and three (3) years of professional experience working with international students and implementing INS regulations; or an equivalent combination of training and experience which demonstrates the ability to perform the duties of the position.
2. Three (3) years of professional experience working with F-1 international students and/or developing and implementing international student recruitment plans.
3. Ability to interpret and apply a variety of rules, policies, and procedures relating to USCIS and District operations.
4. Ability to analyze situations accurately and take an effective course of action.
5. Ability to establish and maintain cooperative working relationships with others.
6. Ability to travel locally and internationally (35%).
7. Knowledge and proficiency in the operation and use of computers, technology and social media including but not limited to spreadsheet and database management software programs (e.g., MS Office Suite, MS Word, Excel, Access and PowerPoint, etc.) and other relevant tools for communication.
8. Understanding of, sensitivity to, and respect for the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students.

**DESIRABLE QUALIFICATIONS**

# Admissions/Enrollments

* + Master’s Degree from an accredited college or university in a related field.
	+ In depth knowledge, training, and experience working in international admissions and an ability to interpret, apply, and train staff on rules, policies, and procedures.
	+ Ability to communicate effectively, orally and in writing.
	+ Ability to speak another language.

# Student and Exchange Visitor Program Compliance

* + Master’s Degree from an accredited college or university in a related field.
	+ In depth knowledge, training, and experience working with international student rules and regulations and an ability to interpret, apply, and train staff on rules, policies, and procedures.
	+ Experience in community college or other higher education settings.
	+ Experience in research and preparation of reports and data collection.
	+ Ability to speak another language and/or international and intercultural experience.

# Recruitment and Retention

* Master’s Degree from an accredited college or university in a related field.
* In depth knowledge, training, and experience working in international student recruitment, working with agents and representing companies abroad.
* Ability to communicate effectively, orally and in writing.
* Intercultural awareness and ability to communicate with non-native English speakers.
* Ability to speak another language.

# ENVIRONMENTAL DEMANDS

* + Occasional work performed alone.
	+ Constant work around and with people.

# PHYSICAL REQUIREMENTS

* + Occasional standing, walking, stooping, kneeling, squatting, and climbing stairs.
	+ Occasional lifting and carrying up to 15 lbs.
	+ Occasional pushing and pulling up to 20 lbs.
	+ Occasional twisting of body.
	+ Occasional use of manual dexterity.
	+ Occasional use of tactile acuity.
	+ Occasional use of visual acuity from a distance, with depth, and for color.
	+ Frequent work at a rapid pace.
	+ Frequent reaching, high, low, and level.
	+ Frequent audio acuity at all ranges, including speech.
	+ Frequent visual acuity for reading.
	+ Constant sitting.
	+ Constant use of clear oral communication.

# TOOLS AND EQUIPMENT USED

* + Standard Office Equipment.