

DIRECTOR, INTERNATIONAL STUDENTS

DEFINITION

Under administrative direction, plans, organizes, and directs the College's International Students Program, including the recruitment, retention, and provision of educational support services to international, foreign visa students; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Vice President, Student Services in collaboration with the Assistant Director, Admissions and Records, Dean, Enrollment Management and the Dean of Counseling. Exercises general direction and supervision over professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a Department Director classification that oversees, directs, and participates in all activities of the International Students Program, including short- and long-term planning and development and administration of departmental policies, procedures, and services. Successful performance of the work requires knowledge of federal immigration policies and regulations, education policies and practices and District functions and activities. This position requires the ability to develop, oversee, and implement projects and programs specific to the enrollment, support services, and successful retention and goal completion of international students. Additionally, this position serves as the primary contact with the Department of Homeland Security, Immigration and Control Enforcement (ICE) for issues and programs related to the admission and enrollment of international F-1 visa students. Responsibilities include coordinating the activities of the department with those of other divisions and departments and outside agencies, and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives, managing funds associated with international students and for furthering District goals and objectives within general policy guidelines.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Administers the International Students and monitors its direction to assure compliance with established standards, requirements, laws, codes, regulations, policies and procedures to meet state and federal requirements, especially those pertaining to immigration.
2. Develops and evaluates the goals, objectives and outcomes of the International Students Program, including meeting enrollment targets and measuring student success.
3. Develops and implements a recruitment and marketing strategy designed to assist and enroll international students at the college.
4. Works closely with the college's Admissions and Records office in processing

international student applications, coordinating compliance with Student and Exchange Visitor Information System (SEVIS) requirements and monitoring of the immigration status of students.

5. Coordinates the matriculation of international students to the college, including assessment, orientation and counseling services and the development of education plans.
6. Works with the Counseling Department to develop recommended courses of study appropriate for international students, based on students' educational goals and educational preparation.
7. Plans, organizes and conducts student activities and support services related to the development and retention of international students.
8. Collaborates with other college departments to assist students with their educational, social, personal, and financial concerns.
9. Assesses the needs of the international student community on campus and works, and develops appropriate services, programs, and interventions as necessary.
10. Establishes linkages with community, state and federal agencies that provide services to foreign students, and works cooperatively with them to develop effective working relationships.
11. Assists international students with adjustment and integration into the Mt. SAC community.
12. Designs pre-arrival information for new students in collaboration with Admissions offices; plans and coordinates international student orientations, ongoing educational programs and direct services.
13. Assumes the lead role in the formulation, development and implementation of policies, procedures and programs related to international students.
14. Develops and conducts in-service training for instructors, staff and administrators who work with international students.
15. Supervises and evaluates the performance of assigned personnel; interviews and selects employees and recommends transfers, reassignments, termination and disciplinary actions; coordinates subordinate work assignments and reviews work to assure compliance with established standards, requirements and procedures; assures employee understanding of established requirements.
16. Monitors project budgets to assure expenditures comply with established budgetary procedures; analyzes and reviews budgetary and financial data; controls and authorizes expenditures in accordance with local and grantor regulations.
17. Prepares and submits quarterly and annual reports regarding international student enrollment and international student achievement data, department activities, student and staff needs and issues.
18. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
19. Oversees, leads, and provides high-level customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
20. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.
21. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.

22. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.
23. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
24. Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a DEISAA academic and work environment.
2. Current practices in international student program management, operations, and advisement for student centered programs that support international students.
3. Immigration laws affecting the international student community, particularly students in F-1 status, including requirements under SEVIS.
4. Specialized advisement skills involving complex immigration regulations for all international students.
5. College enrollment procedures and matriculation services pertinent to the enrollment of international students.
6. Outreach strategies related to the recruitment of international students.
7. Instructional issues relative to English language acquisition for international and foreign born students.
8. California Title 5 regulations and applicable sections of the California Education Code.
9. Principles and practices of administration, supervision and training.
10. Experience in statistical analysis and report writing.
11. Educational practices and pedagogy related to the education of diversity of student preparation and college readiness.
12. Instructional and student support approaches designed to meet the needs of a culturally and linguistically diverse student population.
13. Budget preparation and control.
14. Oral and written communication skills and public relations techniques.
15. Applicable State and federal laws, codes, regulations, policies and procedures.
16. Interpersonal skills using tact, patience and courtesy.
17. Operation of a computer and assigned software.

Skills & Abilities to:

1. Implement, advocate for, and communicate the College's vision and commitment to creating a DEISAA academic and work environment.
2. Oversee and address gaps in DEISAA in the recruitment and retention of faculty and staff.
3. Critical thinking and decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with tact, confidence, and diplomacy.
4. Serve as the Primary Designated School Official (PDSO) for F-1 international

students and F-2 dependents; provide immigration advising and information regarding visa issuance; issue SEVIS Form I-20's for all students as necessary in compliance with F-1 regulations and policy changes.

5. Support students in other non-immigration visa categories.
6. Function as the primary resource for information regarding the interpretation and application of Department of Homeland Security regulations.
7. Interpret Department of Homeland Security, Bureau of Citizenship and Immigration Services and Department of State regulations pertaining to international students.
8. Understand diverse cultures and demonstrate cultural awareness and sensitivity.
9. Maintain ongoing knowledge of international events and concerns that may impact the enrollment of international students.
10. Design and administer international students programs including recruitment, advisement and student development to meet student needs.
11. Plan, organize, control and direct designated operations and activities of a student support program.
12. Develop an effective team approach in working with the international student counselor, the international student Admissions staff, and other college personnel in working in support of international students.
13. Serve as a liaison to campus offices and departments, high schools and community agencies, and state and federal offices.
14. Supervise and evaluate the performance of assigned personnel.
15. Develop and implement various promotional events with international students.
16. Communicate effectively, both orally and in writing.
17. Interpret, apply and explain rules, regulations, policies and procedures.
18. Establish and maintain cooperative and effective working relationships with others.
19. Operate a computer and assigned software.
20. Analyze situations accurately and adopt an effective course of action.
21. Meet schedules and timelines.
22. Work independently with little direction and supervision.
23. Plan and organize work.
24. Prepare comprehensive narrative and statistical reports.
25. Direct the maintenance of a variety of reports, records and files related to assigned activities.

Education and Experience:

1. Equivalent to a master's degree from a regionally accredited college or university in a related field of education; and
2. Minimum of three (3) years of experience working in a student support capacity directly serving international students and interpreting and applying laws and regulations pertaining to the admission and enrollment of F-1 visa students.
3. At least one year of experience must involve addressing the needs of international students at the coordinator, supervisor, assistant director, or director level.

Desirable Qualifications:

1. Proven track record of implementing or overseeing programs or policies relating to

diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institutions (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI); OR

2. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI).

Licenses and Certifications:

Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees interact with upset staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Amended: 8/2023