

# BUTTE-GLENN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: PROGRAM COORDINATOR – INTERNATIONAL STUDENT RECRUITMENT AND SERVICES

L230.100

**BASIC FUNCTION:** Under the direction of an administrator, plans, coordinates and administers international student recruitment and services. Establishes and reviews internal policies and procedures, including outreach services for prospective international students. Works closely with Student Services in recruiting, matriculating and supporting international students. Ensures compliance with the Department of Homeland Security as it relates to international students. Assesses the required needs of international students by collaborating with the campus community and meeting with the students. Creates, develops and facilitates trainings, activities and events to ensure the needs of international students are being heard and met. Performs the more technical and complex tasks relative to the assigned area of responsibility. Regular international travel is required. International travel and outreach activities may require the ability to work a varied schedule.

**REPRESENTATIVE DUTIES:** *(The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related or a logical assignment to this class. The essential duties of the class are indicated with an asterisk \*.)*

- \*1. Organizes, coordinates, oversees, implements, integrates and evaluates the events, activities and services related to the recruitment and retention of international students, ensuring access and a smooth matriculation.
- \*2. Responsible to provide leadership and oversight over the International Student Recruitment and Services Programs and activities.
- \*3. Participates in the development of goals and objectives for the department; collects and analyzes data related to the various programs and services for international students to include, but not limited to, recruitment and orientation; generates reports to identify areas for potential improvement and/or changes.
- \*4. Provides oversight and direction to Butte College DSO's (Designated School Official) and will serve as the Butte College PDSO (Primary Designated School Official).
- \*5. Ensures accuracy of data collection and reporting into SEVIS (Student and Exchange Visitor Information System) for international students and the yearly certification of each Butte College DSO into SEVP (Student and Exchange Visitor Program) for the Department of Homeland Security.
- \*6. Develops partnerships and builds relationships with officials at foreign educational institutions for the recruitment of international students. Holds responsibility for the continued growth and expansion of the international student program and recruitment.
- \*7. Travels to foreign countries to represent the District and to participate in recruitment and outreach activities for international students. Participates in educational fairs to promote Butte College programs, services and instructional programs.
- \*8. Develops, oversees and monitors the creation and distribution of promotional materials and communications related to international students, to include, but not limited to, informational brochures, flyers and the international student website.
- \*9. Develops comprehensive processes to attract prospective international students to Butte College, maintains a high level of personal communications through the application process and tracks current international students to report successful transfer to universities and attainment of employment.
- \*10. Works closely with assigned administrator to develop Transfer Pathways with identified universities to create a transfer process for Butte College international students.
- \*11. Works closely with student services in recruiting, matriculating and supporting international students. Coordinates orientation for new international students, including the selection and training of student orientation leaders.
- \*12. Develops and implements activities to address potential cultural transition issues, to include, but not limited to, housing, personal finance, medical insurance and safety.
- \*13. Maintains fiscal control over assigned budget(s), including monitoring and controlling expenditures; prepares and submits required fiscal and accounting records and reports.
- \*14. Markets, publicizes and facilitates training sessions and workshops and implements outreach efforts to increase attendance.
- \*15. Performs advanced-level document production to prepare a wide variety of materials which include, but not limited to, correspondence, reports, surveys, forms, charts, spreadsheets and databases.
16. Assists with the supervision, training and evaluation of assigned staff. This could include assisting with instructing, planning and assigning work, maintaining standards, coordinating activities, acting on employee problems, participating in new employee selection, recommending employee discipline and reviewing and evaluating the work of assigned staff for completeness and accuracy, offering advice and assistance as needed.
17. Provides assistance to current international students to navigate through the process when seeking on-campus student employment or for employment through the utilization of Optional Practical Training (OPT).
18. Assists in the development of Student Learning Outcomes; addresses outcomes which pertain to assigned areas of responsibility.
19. Serves as a resource for the District regarding information pertaining to Butte College international student programs and services.
20. May serve on a variety of District committees as requested and/or required, to include, but not limited to, Global Education Outreach (GEO), International Student Recruitment Team (I-Team), International Education Week and Student Leadership Academy, etc.
21. May perform other related duties as assigned, within the scope of the position.

**MINIMUM QUALIFICATIONS:**

- **EDUCATION AND EXPERIENCE:**
  - Bachelor's degree in a Social Science area or a related field; (e.g. Counseling, Business, Program Development); **AND**
  - Two (2) years of increasingly responsible experience directly related to the responsibilities of this classification.
- **CERTIFICATES, LICENSES, REGISTRATION AND OTHER REQUIREMENTS:**
  - Hold and maintain a valid driver's license throughout duration of employment with the District.
  - Hold and maintain a valid passport throughout duration of employment with the District.

**DESIRED QUALIFICATIONS:**

- Related experience in counseling, social services, program development or business management.
- Experience working in a community college student services program.
- Professional experience in an educational setting.
- Sensitivity to and an understanding of the diverse academic, socioeconomic and ethnic backgrounds of staff, students and the public.
- Bilingual
- Experience working with international students in higher education.
- Experience recruiting international students.

**KNOWLEDGE, SKILLS AND ABILITIES: (May be acquired through education, training and/or experience.)**

**Knowledge of:** District policies and procedures; Federal, state and local laws, rules and regulations pertaining to international students and the responsibilities of the position; Department of Homeland Security rules and regulations; California community colleges, especially related to international student admittance and exit procedures; supervisory and managerial concepts and principles; available student services and programs; student services development theories and methods of implementation; modern office practices, management and technology, including computers and a variety of software programs; preparation and administration of budgets; organizational development and administration; principles and objectives related to public education operations, programs and services; international student employment rules and regulations; statistics and research methodologies; data collection, analysis and reporting; the use of social media; working with data on websites; diverse staff and students at community colleges; methods and techniques to successfully provide services to students; and staff and program management.

**Ability to:** follow and implement District policies and procedures; ensure compliance with all laws, regulations and policies and procedures through effective program supervision; comprehend and stay current on the rules and regulations of the Department of Homeland Security, especially pertaining to international students; understand the rules and regulations pertaining to international student, on-campus employment and the rules and regulations pertaining to Optional Practical Training (OPT); motivate and provide effective supervision; plan and coordinate the most effective use of resources to achieve program goals; conduct effective trainings, workshops, presentations and conferences; read and write at a level appropriate for this position; effectively and fluently utilize computers and a variety of hardware and software programs to perform advanced-level document production including the complex formatting of documents, creating charts, establishing and maintaining databases and spreadsheets; develop and maintain effective record keeping systems; analyze data, research problems and prepare clear, concise reports and recommendations; make sound, educated decisions; work independently and within a team; plan, organize and direct the work of others; establish and maintain cooperative working relationships with those contacted in the course of work; work effectively with diverse populations; exercise tact and diplomacy in dealing with sensitive and complex issues and situations; make required mathematical calculations accurately; maintain records accurately and with a high level of confidentiality; remain calm and cooperative in confrontational situations; perform duties in a timely manner despite interruptions; utilize keyboarding skills commensurate with the required functions for this position; and compile, organize and use various financial information necessary in the preparation of budgets.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Assists with providing supervision to assigned staff.

**PHYSICAL EFFORT:**

Normal office environment associated with student and community contact.

**CONTACTS:**

Faculty, staff, administrators, students and the general public.

**WORKING CONDITIONS:**

Normal office environment. Regular international travel is required.

**NOTE: THIS CLASS IS EXEMPT UNDER FLSA PROVISIONS.**

Butte-Glenn Community College District is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Butte-Glenn Community College District will provide reasonable accommodation to qualified individuals. Butte-Glenn Community College District encourages both incumbents and individuals who have been offered employment to discuss potential accommodations with the employer.