

PROGRAM COORDINATOR, INTERNATIONAL STUDENT RECRUITMENT**GENERAL DESCRIPTION OF CLASS:**

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 parallel with Student Services in recruiting, matriculating, and supporting international students. Ensures compliance with the Department of Homeland Security (DHS) 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 related 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 *.

BASIC FUNCTION:

The duties of this classification may involve performing the most technical and difficult tasks, requiring specialized or advanced skill in one or more areas of the work assigned. The duties below are not inclusive but characteristic of the type of work associated with the class. Individual positions may do all or some combination of the duties listed below as well as other related duties.

1. Oversees the supervision, programming, daily coordination, and scheduling of the International Student Center. *
2. Coordinates a variety of program and department functions in the management of day-to-day activities and workflow of the International Student Program; develops and coordinates the program projects and/or activities; disseminates information to staff, students, and the public; delivers high-quality program initiatives for students; oversees data entry to ensure accurate student reporting and program functions. *
3. Ensures compliance with District, county, state, and federal laws, rules, regulations, and guidelines related to international F-1 visa students. *
4. Performs administrative responsibilities including, but not limited to, initiating contracts with international partners for recruitment purposes; developing and/or completing forms, documents, and surveys; generating personal service contracts; preparing billing statements; monitoring and maintaining computer databases; complying with student record retention rules and policies; duplicating and filing records and documents; answering incoming calls and emails; and disseminating resource materials, as needed. *
5. Organizes, coordinates, oversees, implements, integrates, and evaluates the events, activities, and services related to the recruitment, admission, and retention of international students; ensures access to available programs for eligible international students. *

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6. Provides leadership to and oversight of the International Student Programs and activities. *
7. Develops goals and objectives for the department; collects and analyzes data related to the various programs and services for international students including, but not limited to, recruitment and orientation; generates reports to identify areas for potential improvement and/or changes. *
8. Provides oversight and direction to the Designated School Official (DSO); serves as the Primary Designated School Official (PDSO). *
9. Ensures the accuracy of data collection and reporting into the Student and Exchange Visitor Information System (SEVIS) for international students; enters, verifies, and submits the annual certification of each Butte College DSO into Student and Exchange Visitor Program (SEVP) for DHS. *
10. Develops partnerships and builds relationships with officials at foreign educational institutions for the recruitment of international students. *
11. Oversees and promotes the continued growth and expansion of the international student program and recruitment. *
12. Travels to foreign countries to represent the District; participates in recruitment and outreach activities for international students. *
13. Participates in educational fairs and student recruitment events to promote Butte College programs, services, and instructional programs. *
14. Develops, oversees, and monitors the creation and distribution of promotional materials and communications related to international students including but not limited to videos, informational brochures, flyers, the international student website, and social media platforms. *
15. Develops comprehensive processes to attract prospective international students to Butte College; maintains a high level of personal communications through the program application process; tracks current international students to report successful transfer to universities and attainment of employment. *
16. Develops Transfer Pathways with identified universities to create a transfer process for Butte College international students. *
17. Coordinates orientation events and workshops for new international students; selects and trains student orientation leaders. *
18. Maintains student caseload; develops and implements activities to address potential cultural transition issues including, but not limited to, housing, personal finance, medical insurance, and personal safety. *
19. Maintains fiscal control in the development and management of assigned budget(s) and program accounts; monitors and controls expenditures; prepares and submits required fiscal and accounting records and reports. *
20. Markets, publicizes, and facilitates training sessions, special events, and workshops; implements outreach efforts to increase attendance and participation. *
21. Performs advanced-level document production to prepare a wide variety of materials including but not limited to correspondence, memoranda, reports, surveys, forms, templates, charts, spreadsheets, and databases. *
22. Supervises assigned staff; selects, instructs, trains, assists, guides, and evaluates assigned staff; maintains standards; coordinates activities; reviews and evaluates the work of assigned staff for completeness, accuracy, and compliance with program standards; collaborates with District Human Resources; and in compliance with the employee group's collective bargaining agreement (CBA) acts on employee performance concerns, recommends performance improvement plans (PIP), and disciplinary action up to and including termination. *

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23. Assists current international students in navigating through District and program processes when seeking on-campus student employment or employment through the utilization of Optional Practical Training (OPT). *
24. Develops Student Learning Outcomes (SLOs); addresses outcomes which pertain to assigned areas of responsibility. *
25. Serves as a resource for the District regarding information pertaining to Butte College international student programs and services. *
26. Interacts with diverse populations and constituencies in a wide range of situations requiring judgement, tact, and diplomacy.
27. May serve on a variety of District committees as requested and/or required including, but not limited to, Global Education Outreach (GEO), International Student Recruitment Team (I-Team), and International Education Week.
28. Performs other duties that support the overall objective of the position.

MINIMUM QUALIFICATIONS

EDUCATION/EXPERIENCE:

- Bachelor's degree* in Social or Behavioral Sciences, Counseling, Business, Program Development, or related discipline; **AND**
- Two (2) years of responsible experience directly related to the duties and responsibilities of the position.
- Or, any combination of education and experience which would provide the required qualifications for the position.

* Bachelor's degree education equivalency is a 1 to 1 equivalency, one (1) year of responsible work experience related to the classification for each full year (24-30 units) of college.

DESIRED QUALIFICATIONS:

- Experience in Counseling, Social Services, Program Development, or Business Management.
- Experience working in a community college student services program.
- Professional experience in an educational environment.
- Experience working with international students in higher education.
- Experience recruiting international students.
- Bilingual.

CERTIFICATES, LICENSES, REGISTRATION, SPECIAL AND/OR OTHER REQUIREMENTS:

- Regular international travel is required.
- International travel and outreach activities may require the ability to work a varied schedule.
- Hold and maintain a valid driver's license for required travel.
- May be required to travel for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

CONDITIONS OF EMPLOYMENT:

- Must be a U.S. citizen or lawful permanent resident to be in compliance with U.S. Department of Homeland Security and Department of State regulations to function as a PDSO.

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- If applicant does not currently possess a valid passport, one will be required. Fees will be paid by Butte College International Program. Must remain valid during employment.

KNOWLEDGE, SKILLS, AND ABILITIES:

(May be acquired through education, training, and/or experience.)

Knowledge of:

- District policies, procedures, rules, and regulations related to the area of assignment.
- California Education Code and Title V as it relates to the area of assignment.
- Family Educational Rights and Privacy Act (FERPA).
- Rules, regulations, laws, and Board policies and procedures governing the District.
- Federal, state, and local laws, rules, and regulations pertaining to international students and the responsibilities of the position.
- DHS rules and regulations.
- California community colleges 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.
- Computer software programs and applications, computer hardware, and peripheral equipment.
- Preparation and administration of budgets.
- Organizational development and administration.
- Methods and techniques to successfully provide services to students, staff, and program management.
- 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.
- Use of social media platforms.
- Working with data on websites.
- Proper spoken and written English usage.
- Elements of proper grammar usage, spelling, vocabulary, and punctuation.
- Basic mathematics.
- Composing, proofreading, and preparing correspondence.
- Record-keeping, filing, file sharing, and filing system methods and techniques.
- Effective communication skills both verbally and in writing.
- Computer software programs, applications, databases, and Enterprise Resource Planning (ERP) systems; computer hardware and peripheral equipment related to the area of the assignment.
- Modern office practices, procedures, methods, and techniques.
- Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint).

Ability to:

- Independently perform the essential responsibilities of the position.
- Understand and apply District and department policies and procedures related to the area of assignment.
- Integrate local, state, and federal laws and regulations related to the area of the assignment.

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- Follow and implement District policies and procedures related to the area of assignment.
- Ensure compliance with all laws, regulations, policies, and procedures through effective program supervision related to the area of assignment.
- Comprehend and stay current on the rules and regulations of DHS, 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).
- Work effectively with diverse staff, students, and the community.
- Motivate and provide effective supervision.
- Understand and carry out verbal and written instructions and direction.
- Effectively communicate clearly and concisely, both verbally and in writing.
- Plan and coordinate the most effective use of resources to achieve program goals.
- Conduct effective trainings, workshops, presentations, and conferences.
- Develop and maintain effective record keeping, filing, file sharing, and filing systems.
- Analyze data, research problems, and prepare clear, concise reports and recommendations.
- Make sound, educated, and data-driven decisions.
- Plan, organize, and prioritize workload to meet schedules and timelines.
- Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.
- Make required mathematical calculations accurately.
- Remain calm and cooperative in confrontational situations.
- Compile, organize, and use various financial information necessary in the preparation of budgets.
- Update and maintain records, files, file sharing, and filing systems accurately and with confidentiality.
- Exercise problem solving and critical thinking skills related to the scope of authority.
- Utilize keyboarding skills commensurate with the required functions for this position.
- Effectively and fluently utilize computers to perform advanced-level production and complex formatting of documents, charts, databases, and spreadsheets.
- Utilize computer software programs, applications, and databases; computer hardware and peripheral equipment related to the area of assignment.
- Communicate with students, staff, and the public in person and via a variety of communication modalities using various technology resources.
- Establish and maintain effective and cooperative working relationships with those contacted in the course of work.

RELATIONSHIPS WITH OTHERS:

The incumbents in this class are in daily contact with department, college, District faculty, staff, administrators, students, vendors, and the public, as needed.

SUPERVISION EXERCISED and/or RECEIVED:

The incumbent in this class provides supervision, work direction, and/or guidance to assigned staff, student workers, student assistants, and/or short-term, temporary employees.

The incumbent in this class receives general supervision from the assigned manager or other administrative superiors. Supervision is provided regarding interpretation and application of District, college, and/or department policies and procedures, applicable state and/or federal regulations. Work is usually performed independently and reviewed by supervisors as needed to

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ensure accuracy, completeness, and compliance with practices and regulatory standards.

Incumbents in this class follow policies and guidelines as outlined by the District, college and/or departmental procedures, policies, and directives.

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 classification, the incumbent is regularly required to sit, walk, and/or stand, speak or hear, both in person and by telephone. Use hands repetitively to finger, handle, feel, or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to twenty-five (25) pounds. Must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment. The incumbent may be required to bend at the waist, kneel and/or crouch; move about the college or District site(s). Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

- **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; observe and interpret people and situations; learn and apply new information or skills; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered in the course of work.

WORK ENVIRONMENT AND CONDITIONS:

- **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 incumbent works under typical office conditions, and the noise level is usually quiet.

- **Working Conditions**

The incumbent is required to travel internationally on a regular basis.

International travel and outreach activities may require the ability to work a varied schedule.

Work is performed primarily indoors where minimal safety considerations exist.

Butte-Glenn Community College District (BGCCD) IS AN EQUAL OPPORTUNITY EMPLOYER:

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions. Butte-Glenn Community College District is committed to creating a diverse workforce focused on equity, inclusion, and accessibility for all faculty, staff, administrators, managers, and students. The District is dedicated to building an environment that supports our diverse student populations providing opportunities to mentor, encourage, and prepare our students to be successful in the world and expose them to global perspectives. Our District community of

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professionals is devoted to enriching our students' lives by bringing to light a variety of ways to engage and discover their individual and collective paths through education.

BGCCD is committed to the principles of equal employment opportunity. It is the District's policy to ensure that all qualified applicants for employment and employees have full and equal access to employment opportunities and are not subject to discrimination in any program or activity of the District on the basis of ethnic group identification, race, gender, gender identity, gender expression, color, national origin, language, accent, citizenship status, immigration status, ancestry, age, religion, sex, sexual orientation, parental status, marital status, veteran status, pregnancy, genetic information, physical or mental disability or medical condition, or on the basis of these perceived characteristics.