



## Classification Description

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**Job Title:** Senior Coordinator, International Student Services **Pay Grade:** 111

**Job Code:** 3805

**FLSA Status:** Exempt

### **Job Purpose**

This position provides admissions counseling to international students seeking an F-1 visa. The Senior Coordinator, International Student Services position provides academic advising to international students as well as a domestic student caseload. This position is responsible for updating and maintaining SEVIS records and reporting requirements for new and continuing international students. The Senior Coordinator also supports the Director of Academic Advising with projects, as assigned. This position sets the tone for a student-centered, high performance culture that emphasizes excellence in service, quality, productivity, and standards.

### **General Responsibilities**

#### **Essential Functions**

Serves as Principal Designated School Officer (PDSO) in the Student and Exchange Visitors Information System (SEVIS) to maintain federal regulatory compliance and prepares paperwork necessary for international students to obtain F-1 visa, extension of visa, change of visa status, on-campus work approvals, and optional practical training. Oversees the SEVIS training and activities of other College Designated School Officers (DSO's).

Processes required documents related to F-1 rules and regulations for incoming and current international students.

Ensures Homeland Security/US Citizenship and Immigration Services compliance with International Student records through SEVIS and mandated student immigration files. Remains current on all issues related to SEVIS, international student processing and related activities to ensure College procedure is in accordance with governmental regulations.

Advises international students on tax compliance, procedures for obtaining social security card; provides educational sessions/or updates on immigration procedures/laws pertaining to international student population.

Communicates accurate admissions and academic requirements and policies to international students.

## SENIOR COORDINATOR, INTERNATIONAL STUDENT SERVICES

Reviews admissions applications, academic history, test scores and other documents submitted by applicants. Evaluates materials to determine if applicant is eligible for admission into the requested program.

Communicates with applicants regarding status toward admissions and additional document or prerequisite needs, which includes review and discussion of academic records, licenses, test scores, and other requirements, which vary by academic program.

Monitors applicants who are deficient in initial admission requirements and provides admissions decisions to applicants along with guidance around enrollment steps for admitted students, or appropriate courses or outstanding items needed to fulfill program requirements for students who are denied admission.

Uses the Recruit, Advise and Banner systems, and other related admissions and advising programs, to access applicant, admitted and current student data, communicate with applicants, admitted and current students, and to generate reports.

Provides comprehensive academic, career and transfer planning services for international students and assigned domestic student caseload from the time they are admitted to the College to completion of their program. Such activities include engaging students in academic planning assessments, interpreting assessments, assisting students in the development of an educational plan that addresses their interests, skills, and abilities, and assisting students in clarifying their career, major, and academic goals.

Reviews degree evaluations, transfer credits, College placement test results and other available information to assist students in creating an education plan that fulfills their selected program's requirements. Provides students with strategies related to academic progress and work/life/study balance.

Performs proactive outreach to assigned students at specific intervention points and milestones to evaluate student development based on the measurement of student-learning outcomes.

Provides success strategies and resources to students identified as at-risk based on pre-enrollment student success indicators and/or early alert submissions from staff or faculty.

Utilizes technology to track and assess student progress towards program completion.

Interprets career assessments to assist students with career exploration and education planning.

Accurately disseminates information in a clear and concise manner, maintains detailed and accurate records, and provides appropriate referrals.

Responds to student questions and requests in a timely manner.

Understands and stays abreast of changing institutional policies and College operating procedures including admissions requirements, new programs, course changes, deadlines, important dates, costs, expanding facilities, updates in College-wide initiatives, transfer requirements, and state and federal mandates.

## SENIOR COORDINATOR, INTERNATIONAL STUDENT SERVICES

Collaborates with other areas to assist in the development of an orientation program and supplemental programming targeted for international students to address academic and cultural adjustment, governmental and College expectations, and enhance their College experience.

Serves as a liaison to units providing support to international students in order to ensure a coordinated delivery of student support services.

Generates advising and international student data as directed. Regularly monitors admissions application, enrollment headcount and FTE data for the selective admissions programs to evaluate and change current activities, if needed, to address enrollment priorities.

Reviews and maintains the content of the College website and student portal as it relates to international student admissions and advising information.

Seeks out opportunities to participate in College sponsored professional development activities.

Perform other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

### **Knowledge, Skills and Abilities**

#### **Minimum Qualifications**

Master's degree from a regionally accredited institution of higher education in counseling, education, social field, or related discipline.

One (1) year of full time professional related work experience.

Personal and educational philosophy compatible with the goals, objectives and missions of Florida SouthWestern State College.

Ability to meet the Department of Homeland Security guidelines to qualify as a Designated School Official [must be either a citizen or lawful permanent resident of the United States with proof of citizenship with one of the following documents: Copy of US passport (current or expired); Copy of US birth certificate; Copy of alien registration card; or a copy of naturalization/citizenship certificate.]

Ability to travel to businesses, schools and other community contact locations independently.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

## SENIOR COORDINATOR, INTERNATIONAL STUDENT SERVICES

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

### **Critical Skills/Expertise**

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

### **Work Conditions/Physical Demands/Special Conditions**

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

SENIOR COORDINATOR, INTERNATIONAL STUDENT SERVICES

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: November 30, 2018. Revised: September 30, 2020, and January 27, 2022, July 1, 2023.