

## **POSITION DESCRIPTION**

### International Students Supervisor

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**Position** ..... International Students Supervisor  
**Department/Site** ..... Student Services  
**FLSA** ..... Exempt  
**Evaluated by** ..... Dean of Enrollment Services  
**Salary Range** ..... 13

#### **Summary**

Under the general direction of the Dean of Enrollment Services, the International Student Supervisor provides leadership, administration, and strategic vision for programs, services, and activities related to international students at Citrus College. This position is responsible for planning, promoting, administering, and assessing programs, services, and activities as they pertain to current and prospective international students at Citrus College.

#### **Essential Duties and Responsibilities**

- Serves as the Primary Designated School Official (PDSO) for the District's International Student program.
- Reviews, issues, and signs immigration documents, and supervises the reporting responsibilities of DSOs to the Student Exchange Visitor Information System (SEVIS).
- Coordinates the development and maintenance of effective and efficient record and data management systems compliant with SEVIS regulations.
- Supervises and coordinates managerial tasks required for providing services to international students, including data management, customer service and advising, advocacy on campus, and international student retention.
- Plans, promotes, and coordinates activities and events to provide international students as many opportunities to interact with students from other cultures and countries, as well as visit and experience many places and events to enhance their studies in the United States.
- Trains and evaluates support office staff to ensure compliance with appropriate laws and regulations.
- Coordinates and supervises counseling and advising for international students concerning academic and student life issues.
- Promotes and markets Citrus College for the recruitment of international students including travel to a variety of locations throughout the world.
- Develops and leads International Student Recruitment Advisory Team.
- Researches promotion and marketing tools and materials by way of vendor visits, phone calls, the internet, and information mailings.
- Provides admissions services for international students.
- Manages the provision of visa services (including SEVIS document production) and mandatory reporting to appropriate federal agencies.
- Supervises and coordinates arrangements for new international students regarding their arrival to the United States and the college.
- Helps assimilate students to Citrus College and the community.
- Utilizes college staff and local resources to help familiarize the student with the college and the community.
- Serves as a liaison on the campus for international students and the other departments of the college.
- Maintains positive working relationships with other departments on campus.

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- Communicates District policy and administrative decisions to assigned personnel and students.
- Administers the collective bargaining agreements among the District and the classified union.
- Creates an atmosphere of collegiality and supports the goals of participatory governance.
- Supervises and evaluates assigned personnel.
- Resolves conflict.
- Insures compliance with local, state, and federal regulations.
- Performs other duties as assigned that support the overall objective of the position and the District's mission and philosophy.

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

- Knowledge of U.S.C.I.S rules regulations and policies as they related to international students.
- Knowledge of SEVIS tracking system.
- Knowledge of modern office equipment and computer applications.
- Use electronic resources.
- Research trends in insurance industry.
- Ability to perform all of the relevant duties of the position with only general direction.
- Ability to work effectively in a shared governance environment.
- Ability to provide customer support from a management level.
- Ability to provide customer service protocol with a customer service-oriented priority.
- Ability to effectively use a personal computer and a variety of job-related software applications.
- Ability to conduct long-range planning.
- Ability to communicate effectively, in English, with a diverse population both orally and in writing.
- Sensitivity to, understanding of, and respect for the diverse academic, socioeconomic, ethnic, religious, cultural background, disability, and sexual orientation of community college students, faculty, and staff.

#### **Education and Experience**

- Possession of a bachelor's degree, and two years of experience in international student services or general student services in a college setting.

#### **Licenses and Certificates**

- Requires a valid driver's license.