

DEPARTMENT: SCHOOLS
CLASSIFICATION: COMPETITIVE
APPROVED: NOVEMBER 7, 2016

INTERNATIONAL PROGRAMS COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for independently performing complex clerical operations in support of the school district international student program. The employee provides information and assistance to current and prospective international students regarding procedures and communications related to enrollment, including application processing, diagnostic language testing, visa processing and submission, and insurance compliance. Serves as the Alternative Responsible Officer (PDSO or DSO) for the F-1 visa program and maintains Student and Exchange Visitor Information System (SEVIS) records in full compliance with F-1 regulations. The work calls for the frequent exercise of independent judgment in giving out information regarding district policies and practices, and in planning the routine of the international program. Employees in this class work under the general supervision of the High School Principal and Superintendent of Schools, receiving detailed instructions only when policies have not been determined. Only unusually important or complicated assignments are checked in detail upon completion. Employees in this class may exercise immediate supervision over aides or clerical assigned to them. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Communicates with and assists current and prospective international students, international partner schools, host families, and college partners regarding program policies, procedures, and requirements for program registration;
2. Ensures that students, host families, partners, and district staff complete all necessary program requirements in a timely fashion and provides necessary follow up and problem solving;
3. Maintains, updates, verifies, and corrects complex records in SEVIS and other systems (manual and computerized) and ensures that files are maintained in accordance with records retention schedules;
4. Collects information and prepares relevant reports, summaries, and memoranda regarding program activities;
5. Monitors the academic progress of international students, assists with course registration, provides assistance and training in the use of various college on-line services, follows up with students having difficulty with coursework or other matters, and refers them to appropriate personnel when necessary;
6. Performs clerical operations in support of the program including preparing, maintaining, and disseminating schedules and deadlines; scheduling appointments; answering phones; opening, reviewing, and disseminating program mail; responding to phone, email, mail, and in-person inquiries; preparing correspondence; processing transcript requests;
7. Creates, reviews, and submits all related application materials for student academic exchange-related visas;

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8. Collaborates with district personnel, college partners, international partner schools, and host families to ensure that program policies, procedures, and requirements are communicated effectively and complied with, to solve problems, to promote and improve the program and services, and to enhance public relations;
9. Coordinates events designed to inform prospective students and the public about the program;
10. May assign work, provide guidance, and work review to aides or clerical workers assigned to the program;
11. Makes recommendations to improve the efficiency and effectiveness of general office processes;
12. Operates an alphanumeric keyboard to perform data entry, complete form letters, address envelopes, and maintain both visa and insurance application database systems;
13. Reports to work on an on-call basis when issues arise with housing or medical emergencies related to international students;
14. Participates in relevant professional conference and training programs;
15. When assigned, collaborates with teachers involved in Confucius Classroom initiative on all matters related to their housing, social security, transportation and teaching assignments;
16. When assigned may assist in the requisition, purchase, receipt and inventory of supplies and equipment, maintain inventory records; secure budget estimates and assist in preparation of preliminary budget requests; and monitor expenditures to maintain budgetary control.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Thorough knowledge of general office terminology, procedures and equipment; thorough knowledge of business arithmetic and English; good knowledge of current principles and practices of business administration of international partner schools; good knowledge of records management systems and databases; good knowledge of laws, regulations, policies and procedures of a public school; problem solving skills; skill in operating personal computing devices and related peripherals at an acceptable rate of speed and accuracy; ability to handle routine administrative details independently; ability to plan and supervise the work of others; ability to understand and carry out complex oral and written instructions; ability to communicate effectively verbally and in writing; ability to establish and maintain effective working relationships with students, teachers, administrators, parents, and program partners; ability to deal diplomatically with the public; ability to perform close detail work involving considerable visual effort and strain; ability to maintain complex records; ability to compile and analyze data and prepare complex reports; integrity; sound professional judgment; tact and courtesy; willingness to be on-call and report to work as necessary; physical and mental condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Completion of sixty (60) credit hours from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees and two (2) years of full-time paid office clerical experience working with international students; **OR**

Four (4) years of full-time paid office clerical experience working with international students.