

**San Jose/Evergreen Community College District
Supervisor Job Description**

Position: Supervisor, International Student Program

Department: Student Services

POSITION PURPOSE

Under general direction, the Supervisor of International Student Program plans, organizes, supervises and administers the services and activities of the College's International Student program including enrollment, retention, graduation and transfer to meet targeted goals for international enrollment growth, diversity and an increasing nonresident revenue stream for the College; serves as the Principal Designated School Official (PDSO) as defined by the U.S. Department of Homeland Security for the College and manages the program budget with input from the assigned administrator; supervises program staff and coordinates related student recruitment and support services; conducts program assessment for effectiveness and efficiency; maintains records on student enrollment status required by regulatory agencies and provides related reports; organizes information on program services and oversees the distribution of information including maintenance of the website, production of print correspondence and student orientation; and performs other duties as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below exemplify the work of the classification and assigned duties may include work which is similar, related or a logical assignment to this class.

1. Plans, organizes, leads and supervises the daily operations of the International Student Program; oversees international student recruitment/retention, orientation, social engagement, academic progress monitoring and other related activities of international students enrolled at the College.
2. Plans, develops and implements program marketing plans and collaborates with partner agencies to enhance program visibility; coordinates and participates in outreach events aimed at increasing the College's international student enrollment; conducts recruitment travel overseas, as necessary.
3. Serves as Principal Designated School Official (PDSO) for F-1 international student visa holders with the Student and Exchange Visitor Program (SEVP); submits reports as required by federal laws on international student exchange programs; maintains related student records according to established protocols and policies.
4. Reviews and evaluates processes involved with application approval, issuance of school documentation to support student visa application and notification of student's admission status in the Student & Exchange Visitor Information System (SEVIS); informs and advises students on the student visa process; provides ongoing assistance to students during admissions process; informs participating students on changes to immigration regulations and policies.
5. Assesses students and continuously monitors academic progress using appropriate data tracking and research tools; provides regular reports on program activities and student outcomes; maintains accurate international student data entry and records in the District's student information systems and SEVIS in compliance with federal regulations.
6. Informs international students of financial obligations as nonresident students at the College, including nonresident tuition, housing, transportation, textbooks, school supplies, health insurance, and related expenses.

7. Assists in initiating and renewing student health insurance contracts for international students and coordinates enrollment for new and continuing students including assisting students with plan selection and payment; records payments and updates student files accordingly.
8. Assists in establishing policies related to international education; recommends and implements procedural changes for continuous improvement, alignment with student success and goals and mission of the College.
9. Serves as liaison to community organizations, businesses and industries to promote the program and services; creates job opportunities for international students through community partnerships; supports and participates in the Optional Practical Training (OPT) program for international students and organizes workshops and summer program activities.
10. Contributes and assists in the development and administration of the department budget; identifies and prioritizes the program's needs and allocates resources; prepares and completes the annual comprehensive program review and related budget request forms; reviews and approves requests for the purchase of goods and services according to policies and procedures.
11. Assigns and evaluates the work assignments and performance of assigned staff, student workers, volunteers and vendors; participates in interviews and selection of employees; provides supervision and ensures conformance and quality of work; approves time cards for assigned staff; provides employee performance feedback and participates in the evaluation process as directed.
12. Collaborates with other departments and staff to ensure proper documentation and reporting for program students.
13. Contributes to, and assists with, presentations to be presented to the Board of Trustees and to other Board-level groups.
14. Attends local, regional, national and international conferences, workshops and seminars to maintain a thorough knowledge of current immigration laws and regulations regarding international student attendance; updates staff on current policies and procedures.
15. Serves on committees and assists with District, local, regional, state and national conferences, meetings, workshops and training seminars as directed.
16. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Current student visa application rules and regulations, enrollment forms and student record verification.
2. Current USCIS and DHS laws and regulations.
3. SEVIS application, associated laws and procedures, record keeping, data maintenance.
4. Higher education and student services in California community colleges.
5. International agencies and institutions participating in assisting international students and exchange programs.
6. Strategies and methods of effective student enrollment and international recruitment and marketing.
7. District policies and procedures.
8. Software applications and reporting programs utilized internally and externally.

9. Budget preparation and control.
10. Risk management issues pertaining to personnel and students traveling abroad.
11. Federal, state and other applicable laws and regulations and District policies and procedures governing international student eligibility, admission and attendance including applicable sections of California Education Code, Title 5, - Family Educational Rights and Privacy Act (FERPA).
12. Theories and techniques of negotiation, mediation and conflict resolution.
13. Principles and practices of effective supervision and leadership.
14. Practices and methods of program, administrative and organizational analysis, and planning as applicable to assigned area.
15. Practices and methods of organizational improvement and culture change.
16. Practices and techniques of sound business communication; correct English usage, including spelling, grammar and punctuation.
17. Board Policies, Administrative Regulations, Accrediting Commission for Community & Junior Colleges Standards, Human Resources procedures and collective bargaining agreements.

Skills and Abilities to:

1. Coordinate and oversee the daily operations and activities of the International Student Program.
2. Interpret and apply administrative policies and procedures as well as pertinent laws, regulations, and ordinances.
3. Assign, inspect, review and approve work completed by assigned staff, student workers, volunteers and vendors.
4. Communicate effectively, both verbally and in writing, with those contacted through program activities and initiatives.
5. Implement program policies and guidelines.
6. Recruit, train, supervise, and evaluate personnel.
7. Plan and organize work to meet schedules.
8. Provide for program reporting and accountability.
9. Prepare comprehensive program reports and reviews.
10. Present solutions to management with confidence and effectiveness.
11. Determine work priorities and analyze situations using sound judgment in the application of policies, rules, regulations and standard operating procedures.
12. Estimate and ensure adequate resources to meet labor, material, equipment and time requirements.
13. Understand, interpret, explain and apply applicable rules, regulations, policies and procedures, laws, codes and ordinances.
14. Build and foster knowledgeable, cohesive and effective work teams.
15. Establish and maintain cooperative and effective working relationships with others.
16. Operate a computer, assigned office equipment and standard business applications.

Education and Experience:

1. A bachelor's degree from an accredited institution in education, business administration, communications or a closely related field.
2. Three years of progressively responsible experience providing services to international students, including one year of lead or supervisory experience.
3. Must be a U.S Citizen or a legal permanent resident and be eligible for clearance from the Department of Homeland Security (DHS) and be granted access to Student Exchange Visitor Information System (SEVIS).
4. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender identity, sexual orientation, cultural, disability, and ethnic backgrounds of the students we serve and sensitivity to and knowledge and understanding of groups historically underrepresented, and groups who may have experienced discrimination.

Desirable Qualifications:

1. Experience working with overseas educational advising partners and agents.
2. Prior experience in an academic setting.
3. Working knowledge of F-1 Visa regulations and international student services.

WORKING ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, subject to frequent interruption and to intermittent exposure to individuals acting in a disagreeable fashion. The employee may be required to travel to locations other than assigned work site, and occasional evenings, holiday and/or weekend work may be required.

Physical Demands:

While performing the duties of this class, employees are primarily in a stationary position and are required to move about the office to access office machinery, files, etc.; perform constant operation of a computer and other communication and office equipment; observe details at close range; and move or lift up to 10 pounds.

Mental Demands

While performing the duties of this class, employees are regularly required to accurately communicate information and other ideas so that others will understand using written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks; work with frequent interruptions; work independently and under intensive deadlines; and interact with District managers, staff, the public and others encountered in the course of work.

Board Approved: December 9, 2025
Salary Range: S-115
EEO Category: 2B2- Other Professionals