

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

**Position:** Supervisor, International Student Program

**Department:** Student Affairs

**Location:** EVC or SJCC

**Date:** 1/31/2024

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**POSITION PURPOSE**

Under general direction of the Vice President of Student Affairs or assigned administrator, the Supervisor of International Student Program is responsible for planning and implementing international enrollment, retention, graduation and transfer strategies that ensure international enrollment growth, diversity and an increasing nonresident revenue stream. This position serves as the Principal Designated School Official (PDSO) as defined by the U.S. Department of Homeland Security for the college, serves as the program budget manager, coordinates related student support services and conducts program assessment, strategic partnerships and related reporting.

**NATURE AND SCOPE**

The Supervisor of International Student Program is responsible for the overall administration, supervision and coordination of all aspects of the international student program for the college, and is responsible for the supervision of assigned personnel, office operation, related strategic initiatives, recruitment or compliance reports, and other duties assigned by the supervisor.

**KEY DUTIES and RESPONSIBILITIES**

1. Plan, organize, and direct the activities of the International Student Program Department; oversee international student recruitment and student retention activities for the College.
2. Recommend procedural general policies related to international education. Implement workshops and summer program activities for the International Student Program.
3. Develop and implement a strategic business marketing plans to target audiences and specific international markets. Participate in outreach events aimed at increasing the College's international student enrollment and conduct recruitment travel overseas as necessary.
4. Develop and maintain partnership with external entities to attract qualified international students.
5. Ensure international students are aware of all financial obligations and the cost of attendance as nonresident students including, but not limited to, nonresident tuition, housing, transportation, textbooks, school supplies, and other educationally related expenses.
6. Work with college departments to initiate or renew student health insurance contracts to ensure health insurance coverage for international students and coordinate enrollment for new and continuing students.
7. Serve as Principal Designated School Official (PDSO) for F-1 international student visa holders with the Student and Exchange Visitor Program (SEVP); responsible for issuing I-20 and other federal forms; submit reports as required by federal law relating to international student and faculty exchange programs; maintain related records.
8. Support participation in the Optional Practical Training (OPT) for international students and ensure compliance with federal regulations and mandatory reporting.

9. Support creating job opportunities for international students under federal guidelines. Serve as liaison to community organizations, business and industry to promote the program and service.
10. Maintain accurate international student data entry and records in the District's student information systems and the Student & Exchange Visitor Information System (SEVIS) compliance with federal regulations.
11. Develop and manage the budgets for International Student Program. Identify and prioritize the program's needs and strategically allocate resources. Complete the annual comprehensive program review and related budget request forms on behalf of the program.
12. Assess students and continuously monitor their progress using appropriate data tracking and research tools. Provide regular reports to the Vice President on the progress and success of students. Make recommendations for continues improvement in alignment with student learning outcomes.
13. Supervise and evaluate the performance of assigned staff; interview and participate in selecting employees; train, counsel, and discipline personnel according to established policies and procedures.
14. Attend local, regional, national and international conferences, workshops and seminars to ensure a thorough knowledge of current immigration rules and regulations regarding international student admissions; update staff on current policies and procedures.
15. Provide technical expertise, information and assistance to the Vice President regarding assigned functions; assist in the formulation and development of policies, procedures and programs.
16. Perform other duties as assigned.

## **EMPLOYMENT STANDARDS**

### **Knowledge of:**

1. Higher education and student services in California community colleges.
2. Current USCIS and DHS laws and regulations.
3. International agencies and institutions that assist international students and exchange program.
4. Effective student enrollment and international recruitment marketing strategies.
5. Immigration regulations and compliance requirements.
6. Budget preparation and control.
7. Risk management issues pertaining to personnel and students traveling abroad.
8. Interpersonal communication skills using tact, patience, and courtesy.
9. Modern office practices and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
10. Principles of supervision, training and performance evaluation.

**Skills and Abilities to:**

1. Coordinate and oversee the daily operations and activities of the International Student Program department.
2. Communicate effectively, both verbally and in writing, with faculty and staff, students, and community members.
3. Interpret and apply administrative policies and procedures as well as pertinent laws, regulations, and ordinances.
4. Work effectively with students, faculty, and staff from multi-cultural backgrounds and promote access, success, and equity.
5. Present a positive image of the College in the community.
6. Recruit, train, supervise, and evaluate personnel.
7. Plan and organize work to meet schedules and time lines.
8. Work independently with little direction.

**Minimum Qualification**

**Education and Experience:**

1. Bachelor's degree in a related field from an accredited institution.
2. Three years of relevant experience in an academic setting serving international students including one year supervisory experience.
3. Experience working with overseas educational advising partners or agents.
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.

**Working Conditions:**

1. Typical office environment.

Board Approved: 1/30/24  
Salary Range: S-125  
EEO Category: 2B2- Other Professionals