

CROWDER COLLEGE POSITION DESCRIPTION

Status: FT, 12 months	Title ONE STOP STUDENT SERVICES ADVISOR/INTERNATIONAL COORDINATOR
Revised: 5/19/11	Department STUDENT SERVICES
Level: Professional	IPEDS OTHER PROFESSIONAL
FLSA: Exempt	Reports to ADMISSIONS DIRECTOR/DEAN OF STUDENTS

POSITION SUMMARY

Serve as one of the primary contacts for student services and provide general advising including admissions, advising, assessment enrollment, and recruitment. The position will receive financial aid applications and forward to appropriate department for processing and assist with other Student Services activities and services as needed. In addition the position will work with national and international students; study abroad/exchange students; foreign universities and/or consortiums, recruitment companies and/or agencies; high schools and college faculty/staff as necessary to fulfill responsibilities in Student Services. The Coordinator will serve as Designated School Official (DSO) for the institution's recording requirements under the Department of Homeland Security's (DHS) Student & Exchange Visitor Information System (SEVIS) to issue and record information regarding international student records.

MAJOR FUNCTIONS

1. Contributes to the achievement of College enrollment and recruitment goals and objectives by representing Crowder College at a variety of venues; advises prospective students and their parents regarding admission requirements, academic programs, financial aid and scholarships, residence halls, student organizations and activities; responds to written, phone, email, and in-person inquiries; meets with visiting students and parents; makes formal presentations, and planning activities and events, both on and off-campus, for prospective students/families and high school counselors.
2. Coordinates recruitment planning and efforts with Student Services and other areas of the College.
3. Assists in the processing of applications and other documentation needed in order to ensure a smooth progression for students and prospects regardless of nationality.
4. Develops and administers a comprehensive international student recruitment program to include development of a calendar of activities and events, development of publications and correspondence, development of an international orientation, acquisition of student names from referral agencies, communication with overseas agencies and organizations which supply information to prospective students, attends a minimum of one international recruitment fair per year in addition to other recruitment efforts, meets with prospective international exchange partners each year, evaluates existing study abroad/exchange programs regularly and makes changes when needed.
5. Coordinates record maintenance and compliance with Records Department for national and international students. Develops, assesses, and modifies as needed admission processes for international students that follows DHS guidelines and best practices in accordance with college policy and NAFSA: Association of International Educators. Works closely with Records Office, Instructional Office, and Student Services peers to maintain and evaluate documentation of all students in accordance with school policy.

6. Assists students regarding compliance with federal laws, policies, and procedures in accordance to U.S. Department of Homeland Security (DHS) and other federal and state bodies and serves as a liaison between the students and the DHS and manage compliance activities regarding SEVIS. Furthermore, assists international students with understanding local and state laws, such as social security number requirements, driver's license regulations, banking, and healthcare. Coordinates Athletics Department and English Language Institute instructor(s) to provide orientation programs to international students. Provide orientation sessions as well as informational meetings throughout the year for international students.
7. Promotes intercultural awareness within the College and the local community by assisting with planning and coordination of special events/activities involving international students and cultures. Coordinates with Student Life Department to develop international events. Assists with planning of events relating to cultural awareness such as the Annual International Banquet and Show, International Events, and Crossing Cultural Barriers. Provides Developmental Inventory or Milton Bennett's Developmental model of Intercultural Sensitivity if needed.
8. Holds the position of advisor for the International Student Club.
9. Supports Student Services by representing the Division on committees.
10. Advises prospective students, schools, and agencies regarding transfer credit and validity of educational records.
11. Coordinates assessment efforts with Academic Resource Center (ARC) and facilitates the academic and personal success of students by assisting them in effectively utilizing the resources of the College. When applicable, serves as a liaison between international students and other College offices to facilitate processes.
12. Ensures quality service is provided to prospective students as well as students who have applied for admission by responding to inquiries regarding policies, procedures, and programs of the College.
13. Researches, develops, monitors, and coordinates study abroad and exchange programs to ensure programs are parallel to goals and objectives of the Crowder College. Develop an emergency plan for each country/city students visit when being abroad. Asses current exchange and study abroad programs regularly to ensure quality and that designated objectives are begin met.
14. Maintains competency and professional currency through self-directed professional reading, developing professional contacts with colleagues, attending professional development courses, and attending training and/or courses required by Director of Admissions.
15. Provides support for Financial Aid by collaborating with the Program Director on the collection of paperwork and financial records, receiving financial aid applications, guiding students through the process, collecting the information and documentation necessary for the applications, and providing accurate information to students on procedures and documentation needed

KNOWLEDGE AND CRITICAL SKILLS/EXPERTISE
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1. Bachelor's degree required, Master's preferred
2. Experience providing academic advising to college students preferred
3. Information Technology Abilities required:
 - Ability to operate a personal computer using the Windows environment.
 - Ability to understand operating a personal computer within the Crowder College Network environment.
 - Ability to use E-mail.
 - Ability to perform Jenzabar functions (or other datase)
 - Ability to perform basic word processing using MS Word.

4. Must have experience with or become experienced with SEVIS system
5. Must have experience with or become experienced with Department of Homeland Security (DHS)/U.S. Citizenship and Immigration Services (USCIS) policies and procedures preferred
6. Familiarity with utilizing intercultural communication skills/models preferred
7. Excellent communication and interpersonal skills
8. Sensitivity to cultural differences and ability to work with diverse populations
9. Ability to plan, organize, and implement responsibilities effectively
10. Ability to establish and maintain positive working relationships with students, other professionals, staff, and the public

EQUIPMENT/SOFTWARE

Operate standard office computers and software

POSITIONS SUPERVISED

Work Study and/or Student Workers as needed.

WORKING CONDITIONS

1. Generally indoors in a normal office environment with minimal exposure to temperature changes, noise, dust or chemicals.
2. May require flexibility in working hours involving evening and/or weekend work from time to time, and possibly several weeks for overseas travel with recruitment efforts and study abroad/exchange activities.
3. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
4. A neat appearance and appropriate businesslike apparel are required.

PHYSICAL DEMANDS

1. Generally sedentary work involving sitting most of the time but will involve mobility within the campus and various off-campus sites.
2. Input, access and distribute information using computers.
3. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms; stoop, kneel, or crouch; and talk or hear. Specific vision abilities required by this job include close vision.

CREATIVE AND ANALYTICAL SKILLS

1. Ability to define problems, collect data, establish facts, and draw valid conclusions.
2. Ability to devise or modify methods or processes to solve specific problems.

LANGUAGE/COMMUNICATIONS SKILLS

1. Ability to communicate effectively with a variety of people, including staff, students and the general public, in both written and oral mediums.
2. Ability to read, write, speak and understand English
3. Knowledge of a Second Language is preferred, but not required.