



Classification Title: Manager, International Education

Department:	International Education	EEO6 Code:	1
Employee Group:	Administrative Association (Classified Administrator)	Salary Grade:	52
Supervision Received From:	Senior Director, Enrollment Services	Date of Origin:	7/2012
Supervision Given:	Assigned Classified, hourly, and volunteer employees	Last Revision:	3/2024

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

JOB SUMMARY.

Plans, organizes, coordinates and manages Palomar College’s International Education Program; plans and implements international student recruitment efforts and manages program enrollment; serves as the Principal Designated School Official (PDSO) for the Department of Homeland Security’s Student and Exchange Visitor Program (SEVP) and manages compliance with all applicable regulations and requirements including reporting; ensures delivery of quality support services to international students; monitors student progress and provides follow-up supportive services to ensure student success.

DISTINGUISHING CHARACTERISTICS.

The Manager, International Education is responsible for planning, organizing, coordinating, managing and ensuring compliance of the College’s International Education Program, its services and activities with all applicable federal, state and College laws, rules, regulations and regulations. Assignments are broad in scope and allow for a significant degree of administrative discretion in their execution.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS. Essential responsibilities and duties may include, but are not limited to, the following:

1. Performs full supervisory activities in accordance with relevant District policies, procedures, and applicable employee contracts/handbooks, which includes selecting and training new employees; planning, assigning, scheduling, and evaluating completed work; approving overtime/compensatory time; preparing and signing employee performance evaluations; recommending reclassifications; responding to grievances and taking appropriate disciplinary action; and performing related supervisory activities.
2. Evaluates and monitors progress toward plan and program objectives and operations to ensure effective delivery of services to International Education students in conjunction with other College programs, departments and committees.
3. Plans, organizes, develops and manages the International Education Program; manages international student admissions and matriculation services; ensures applicants receive information on College programs and services as well as required immigration documents; ensures admissions requirements are met; promotes the academic and personal growth of international students; conducts student orientation sessions and follows up to ensure understanding; provides resources to students to build awareness of U.S. culture, customs and norms as well as American educational systems, school policies and procedures; promotes opportunities for cross-cultural understanding; monitors and ensures program compliance with federal and college policies and regulations.
4. Develops, adjusts and implements approved international recruitment and outreach plans and activities, with awareness of geopolitical events and conditions potentially impacting student interest and ability to study in the United States; makes use of marketing tools offered through the U.S. Department of Commerce; develops and updates marketing materials; maintains relationships with student consultation agencies and intensive English programs outside the country for international student recruitment purposes; develops and maintains articulation relationships with colleges outside the U.S.

5. Oversees and ensures College compliance with F-1 visa regulations in accordance with Department of Homeland Security's (DHS) Student and Exchange Visitor Program (SEVP); serves as the College's Principal Designated School Official (PDSO) to oversee and ensure program and student compliance; updates College information on the I-17 (Petition for Approval of School for Attendance by a Nonimmigrant Student) and reports student information as required by SEVP regulations; assists students applying for F-1 benefits such as Optional Practical Training (OPT); maintains regular communications with the SEVP regional representative; stays abreast of DHS and Department of State regulations affecting F-1 and/or M-1 visa issuance.
6. Advises students on potential immigration issues and provides information on how to maintain and comply with F-1 visa requirements, including requirements for in-person study affecting enrollment in virtual classes; advises students who may have violated visa regulations; collects, evaluates and/or endorses a variety of DHS forms; determines and endorses eligibility to transfer to other DHS-approved institutions.
7. Manages and monitors international student health and accident programs; negotiates plan provisions and rates on an annual basis; prepares contracts for management signature; confers with vendors regarding benefit problems; explains insurance policies and procedures to students.
8. Monitors student academic progress to ensure compliance with regulations; coordinates interventions with DHS on behalf of students; provides advising services when necessary for registration; advises and counsels students on international student requirements to remain eligible for attendance at the College; provides general counseling and advice to students on personal issues.
9. Maintains communications with College departments, especially English as a Second Language (ESL) and Instructional Services on behalf of international students; maintains communications with campus departments and representatives of California State University to update international student transfer requirement information.
10. Develops, documents, prepares, and maintains a variety of statistical and analytical reports.
11. Advises new and continuing international students on issues regarding grade point average and unit requirements, health insurance and other issues; informs students of changes in pertinent DHS, Department of State, Social Security, U.S. Treasury and Department of Motor Vehicle regulations; monitors the academic progress of all international students.
12. Develops and maintains a network of campus and community resources and listings associated with housing, cultural events, and/or other applicable areas in order to refer international students to appropriate on- and off-campus offices and resources as required.
13. Assists various District departments with immigration and foreign student issues; promotes study abroad programs.
14. Identifies opportunities for improving service delivery methods and procedures; identifies resource needs; implements improvements.
15. Represents the College at professional international education conferences both inside and outside the U.S.
16. In coordination with the District's Environmental Health and Safety department, provides assistance to international students and their families in the event of emergencies such as student accidents or death, including coordination with hospitals, coordination of funerals and celebrations of life and other arrangements.

Marginal Functions:

1. Participates in development, processes and monitors contracts with educational agencies outside of the U.S. to promote Palomar College and assist their clients with the application for Palomar College and student visa.
2. Monitors and approves expenditures related to established budget.
3. Participates in/on a variety of committees, task forces, boards, meetings, and/or other related groups in order to receive and/or convey information.
4. Participates in shared governance through service on planning and/or operations committees and task forces.
5. Performs related duties and responsibilities as required.

QUALIFICATIONS

Experience and Education/Training Guidelines:

Any combination of experience and education/training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of student services experience, including two years of experience working with international students in an international education program, and one year of supervisory experience.

Education/Training:

Equivalent to a Bachelor's degree in social science, international studies, education, business administration, public administration or a related field from an accredited college or university.

License and/or Certificate:

Possession of a valid California Driver's License.

Knowledge of:

1. Federal immigration law, including legal requirements of Student and Exchange Visitor Information System (SEVIS) compliance and regulations related to visa issuance, immigration documentation, taxation and other programs as applicable to the international education program and international students.
2. Requirements, guidelines and objectives of international student education and applicable policies, procedures, and practices regarding international student admissions.
3. Principles and practices in the design and implementation of public relations, outreach and marketing programs applicable to the needs of an international education program.
4. Needs, interests and concerns of international students.
5. Principles and practices in intercultural communication.
6. Methods and techniques of international student advising.
7. Research methods and data analysis techniques applicable to the International Education program.
8. Risk management issues related to the international education program and its students.
9. Modern office practices, procedures and equipment including the use of College and standard business software and recordkeeping.
10. College budgeting policies, procedures and practices..
11. Principles and practices of effective business communications, including correct English usage, grammar, spelling and punctuation.
12. Principles and practices of effective supervision.
13. Community college organization, operations, policies, and objectives.
14. Other applicable federal, state and local codes, laws and regulations.

Skill in:

1. Planning, organizing, managing and coordinating the College's International Education Program.
2. Planning, developing and implementing an effective international student recruitment program to meet College plans and goals.
3. Understanding, interpreting, explaining and applying federal, state and local laws and regulations governing the international education program and the visa eligibility of international students.

4. Receiving and reviewing international student applications and determining their admission status
5. Compiling, analyzing and interpreting complex legal and visa requirements and data and information from a variety of sources.
6. Coordinating and implementing resources, services and outreach activities to recruit, retain and assist international students.
7. Advising international students on College policies, procedures, and practices and monitoring academic progress.
8. Exercising sound independent judgment within general policy guidelines.
9. Communicating clearly and concisely, both orally and in writing, often to individuals with limited English proficiency.
10. Developing and making oral presentations to small and large groups.

Mediating difficult and/or hostile situations/incidents with international students and others, using sound judgment and decision-making skills.

11. Compiling and organizing data from a variety of sources and preparing and maintaining accurate and complete records and reports.
12. Maintaining confidentiality and exercising discretion.
13. Assessing difficult and sensitive situations with accuracy and adopting effective courses of action.
14. Establishing and maintaining cooperative and effective working relationships with others.
15. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, age, cultural, physical or mental disability, medical condition, gender, gender expression, gender identity, sex, sexual orientation, nationality, race, and ethnic backgrounds of community college students, faculty, and staff.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens, noise and electrical energy; extensive contact with faculty, staff and students.

Physical Conditions:

Essential and marginal functions require maintaining physical condition necessary for walking, standing and sitting for extended periods of time and performing required duties. Must be able to travel to out-of-state conferences and abroad for outreach and recruitment programs.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.