

Citrus College

Position Description

Position: International Student Technician	Position Number:
Department/Site:	FLSA: Non-exempt
Evaluated by:	Salary Range: 31

Summary

Provides program support and assistance to international students in the areas of recruitment, admissions and registration, immigration, financial aid, social and cultural adjustment, and experience.

Essential Duties and Responsibilities

- Assists with the development of contacts at overseas advising and inter-agency centers and national-level commission offices. Establishes communications and joint responsibility for identifying potential students to the District.
- Assists in the monitoring of outreach program activities to meet timelines that enable admission and authorized travel.
- Serves as liaison with the marketing department to set-up advertisement, directories, and web site pages. Develops and maintains a master recruitment calendar.
- Monitors subscription web site services to ensure they provide accurate information about the District, making changes as necessary. Answers student inquiries about the District admission procedures and program offerings. Organizes and sequences follow-up activities with prospective students.
- Serves as liaison between students, International Students Office and Designated School Officials, maintaining frequent contact for student status or enrollment matters. Serves as liaison between various campus departments (housing, library, marketing, etc.) to coordinate services for international students.
- Prepares student orientation materials and campus arrival packets, assisting with student logistics, orientation planning and implementation. Assists with housing and transportation needs.
- Creates and sends newsletters, e-mails, flyers, letters, etc., to enrolled and prospective students, sponsors, agencies, and contacts. Revises handbooks, promotional materials, brochures, and other printed communications materials.
- Greets students, answers telephones, takes messages and refers calls appropriately. Provides information in response to specific requests about opportunities, events and continued participation such as assessment requirements and English-Second-Language testing schedules.
- Interprets Department of Immigration and Naturalization policies and laws as they apply to F-1 and related visa types.
- Advises potential students and interested parties of proper procedures for admission and visas. Explains various assessments and testing schedules to students, referring complex questions to the appropriate staff. Provides a variety of general program and process information, resources, and referrals for students.
- Assists with the development and implementation of social and cultural programs. Serves as an informational liaison with various campus departments to facilitate international student orientation and other services.
- Distribute and collect various forms including provision grade/progress forms, insurance forms, transcripts, assessment and TOEFL scores, financial documents, health information, etc. Prepares student materials, packets, and facilitates student participation in activities.
- Collects, copies, and tracks official documents such as I-20, I-94, passports, visas, etc. Maintains current information regarding social security administration, Department of Motor Vehicles, USCIS/ICE, and other appropriate governmental agencies.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ **Knowledge and Skills**

Requires working knowledge of the procedures, process, forms and legal requirements to admit international students.

Requires a working knowledge of modern office processes, methods, and procedures.

Requires sufficient organizational and planning skills, ability to handle multiple priorities.

Requires a working knowledge of personal computer operations, common desktop productivity software, and databases used in education.

Requires a basic knowledge of the admissions and registration processes, petitions, holds and other processes used by the District.

Requires knowledge of and skill at proper American English language usage, grammar, vocabulary, spelling and punctuation sufficient to prepare reports and professional correspondence.

Requires sufficient math skill to perform basic business mathematics calculations.

Requires sufficient human relations skill to convey procedural information to others, exercise patience when dealing with others, and exhibit professional telephone etiquette.

Requires skill in working with students from different cultures, including skill at introducing them to American culture.

▪ **Abilities**

Requires the ability to operate general office equipment, including personal computers.

Ability to create and accurately file documents and files in alphanumeric order.

Requires the ability to learn and apply UCIS/ICE regulations pertaining to international students.

Requires the ability to maintain confidentiality of confidential and/or sensitive information.

Requires the ability to compose general and specialized office correspondence.

Requires the ability to work independently and collaboratively, follow oral and written directions, organize workload, work under pressure and meet deadlines, timetables, etc., and compile data for reports.

Requires the ability to demonstrate sensitivity to the needs of international students.

▪ **Physical Abilities**

Requires sufficient ambulatory ability to move to and sit at a workstation for extended periods of time.

Requires sufficient arm, hand, and finger dexterity in order to use a personal computer keyboard and other office equipment.

Requires the intermittent ability to lift, pull, or push lightweight (up to 40 pounds) materials and equipment around classroom/laboratory environs and into and out of storage areas.

Requires normal hearing and speaking skills to communicate with staff and students in one-on-one and small group settings, and distinguish sound prompts from equipment.

Requires visual acuity to read printed materials and computer screens.

▪ **Education and Experience**

Requires a high school diploma, or the equivalent, and four years of progressive experience in college admissions, financial aid, or counseling support.

▪ **Licenses and Certificates**

May require a valid driver's license.

▪ **Working Conditions**

Work is performed indoors where minimal safety considerations exist.