UNIVERSITY OF WISCONSIN – SUPERIOR
Position Description
International Student Services Coordinator

Working Title: International Student Services Coordinator
Hayes Hill Title/Level: Student Services Coordinator, Associate/100% 12 month appointment
Position Reports to: Student Services Program Manager III in International Programs

Position Summary:
The International Student Services Coordinator (ISSC) is responsible for all visa and immigration services and for ensuring University compliance with related federal rules and regulations. The ISSC provides comprehensive services for degree-seeking international students and exchange students, including individualized advising, specialized workshops, and orientation programs, and serves as the advisor for the World Student Association. This position works extensively and collaboratively with key constituencies on and off campus to maximize student success and retention. Be committed to supporting the goals of UW-Superior to have a large and well-supported international student population. This position has shared responsibility to provide and support cross-cultural education for the campus in conjunction with faculty, staff and students. This position may require working some nights and weekends.

Duties and Responsibilities:

1. Compliance & Immigration-Related Oversight
   - Manage programs and services for current international students
   - Serve as the Principal Designated School Official (PDSO) for the University to oversee and enforce compliance with all federal regulations, laws and guidelines to maintain the University’s certification from the Department of Homeland Security and Department of State
   - Coordinate I-20 issuance and SEVIS reporting for international students in F-1 status; oversee tracking of expiration dates for passports, visas and I-20’s
   - Interpret, explain, and provide advice regarding US immigration laws and regulations to students, as well as to faculty, and other campus community members as needed
   - Work with international students in pursuit of and participating in Curricular Practical Training (CPT) and Optional Practical Training (OPT) opportunities.
   - Monitor international students’ course loads each semester and continued academic progress.
   - Maintain a thorough knowledge in the field of international student immigration advising, including emergency management; assist in the development and implementation of policies and procedures

2. Advising and Orientation
   - Develop students’ knowledge of academic policies and procedures allowing them to independently navigate the University systems, resolve problems and become more self-reliant
   - Oversee maintenance of the Current International Student website and publish the International Student Newsletter regularly
   - Advise international students on issues of cultural adjustment; refer to counseling services as needed
   - Assist international students in obtaining social security numbers, bank accounts and driver’s licenses
   - Coordinate international student crisis management
   - Manage student files for accurate and updated information
   - Be familiar with campus and community programs, events, and organizations and directly communicate with students and encourage their involvement
   - Present tax information to international students and support the completion of required forms
   - Work cooperatively with faculty, staff, and students on programs that target international students
   - Design, and implement an international student orientation for all incoming international students at the start fall and spring semesters. Collaborate with the appropriate offices for various events
   - Collaborate with English as a Second Language (ESL) Coordinator regarding ESL placement testing

3. Advocacy
   - Serve as principal advocate on campus on behalf of international students.
   - Provide training to the Academic Advising Center for effective support of international students

June 2016-Final
• Represent the Office of International Programs (OIP) on various committees and in meetings related to issues of international students.

4. Programming
• Advise the World Student Association; provide leadership development, event planning and logistical support, and attend meetings
• Organize social events, including Graduation Reception
• Support educational, cultural, and social programs

5. Supervision and Budget Management
• Hire, train and supervise the OIP University Services Associate
• Hire, train and supervise student orientation week leaders
• Manage the international student services cost center

6. Additional Duties
• Assist with international admission and recruiting efforts as requested, which may include travel
• Perform additional duties as assigned

Knowledge, Skills and Abilities:
• Knowledge of federal immigration policies and regulations, U.S. Department of State policies and procedures, detailed knowledge of the Student Exchange Visitor Information System (SEVIS)
• Skill in interpreting and applying related federal immigration policies, regulations and procedures
• Knowledge of intercultural issues and related topics
• Skill in communicating, verbally and in writing, complex concepts to multiple audiences with diverse backgrounds, levels of experience and English language skills
• Ability to learn and interpret highly technical information, regulations and procedures
• Ability to demonstrate good judgment and analysis in decision making and problem solving
• Ability to work with confidential and sensitive information
• Ability to work in a fast paced, team orientated setting
• Ability to learn policies and systems and navigate them on the behalf of students
• Ability to work evenings and weekends as necessary
• Ability to exhibit leadership, creativity, work independently
• Skilled in multitasking and organization
• Skill in operation of modern office equipment, computers and relevant software, including Microsoft and web design software

Required Qualifications:
• Bachelor’s degree in a related field from an accredited institution
• Two years full-time work experience an international population
• Experience working on a college campus
• Per Federal Regulations, must be a U.S. citizen or Legal Permanent Resident
• Must possess a valid driver’s license

Preferred Qualifications:
• Prior DSO experience with SEVIS (Student Exchange Visitor Information System)
• Master’s degree in related field from an accredited institution
• Completion of NAFSA F-1 Student Advising – Intermediate workshop
• Professional experience advising international students
• Competence in a second language
• Study or work abroad experience