

July 2013

**SANTA BARBARA COMMUNITY COLLEGE DISTRICT**

**CLASSIFICATION: CLASSIFIED**

**CLASS TITLE: SENIOR DIRECTOR INTERNATIONAL STUDENT SERVICES**

**SALARY TABLE: 30**

**SALARY RANGE: 155**

**BASIC FUNCTION:**

Under the direction of a Dean, plan, organize, control and direct International Students and Services Program (ISSP), Study Abroad programs, operations and activities; coordinate and direct faculty, communications, curriculum, personnel, resources and contracts to meet student needs and assure smooth and efficient program activities; supervise and evaluate the performance of assigned personnel.

**REPRESENTATIVE DUTIES:**

**ESSENTIAL DUTIES:**

Study Abroad

Plan, organize, control and direct Study Abroad programs, operations and activities; establish and maintain Study Abroad time lines and priorities; assure related activities comply with established standards, requirements, laws, codes, rules, regulations, policies and procedures.

Recruit, train, supervise and evaluate faculty for study abroad programs. Training to include how to respond to crisis, understanding service provider contracts, health issues, standards of student conduct, contractor compliance, and communication between faculty abroad and Study Abroad staff, accounting functions, standards, guidelines, requirements, practices, procedures and techniques; prepare and distribute training materials. Conduct program and instructor evaluations.

Plan, coordinate and direct emergency and crisis management functions for Study Abroad programs; develop and implement emergency procedures; establish and maintain campus and off-campus emergency contacts; participate in coordinating response to emergency situations.

Serve as resource and committee member for the International Education Committee.

Review and evaluate universities, foreign schools and other service providers and contractors; prepare, develop and distribute Requests for Proposals; review and analyze proposals for cost effectiveness; direct the selection of service providers and contractors according to price effectiveness and service quality; monitor and assess contractor effectiveness.

Implement service provider contracts and serve as contract arbitrator when conflicts arise with service provider.

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Develop and implement Study Abroad programs at various locations; research and assess new or existing satellite locations for program services including host universities and foreign schools; evaluate costs, curriculum, safety issues, offerings and other factors to determine feasibility of program implementation; recruit and recommend faculty for program administration and instruction at satellite locations.

Develop and implement marketing, recruitment and outreach activities to facilitate and enhance knowledge of and participation in Study Abroad programs by schools, universities, students, outside agencies and the public; oversee and participate in the preparation and distribution of marketing materials including all program brochures; SBCC website and statewide consortium advertising.

Provide consultation to students, faculty, staff, schools, universities, outside agencies and others concerning Study Abroad programs; respond to inquiries and provide detailed and technical information concerning related services, costs, standards, requirements, time lines, goals, objectives, practices, policies and procedures. Provide information as appropriate to parents of study abroad participants.

Conduct student and faculty orientations for all Study Abroad programs prior to departure that includes standards of conduct, health, cultural adjustment and related topics. Coordinate general orientation with faculty program directors who give program specific orientations.

Prepare and supervise the collection of legal documents from all study abroad participants including applications, Terms and Conditions, Student Conduct. Prepare and supervise the collection of all health forms that are required of study abroad participants. Interface with medical professionals and obtain medical releases as appropriate.

Direct the Tri-Counties Study Abroad Consortium with those colleges' administrative staff regarding program policies. Arrange meeting on those college campuses to advertise SBCC programs.

Coordinate and direct communications, curriculum, personnel, resources and contracts to meet student needs and assure smooth and efficient program activities; oversee the development and implementation of Study Abroad programs, services, strategies, projects, goals and objectives.

Provide instruction to students enrolled in Study Abroad courses; teach various courses to enhance student skills and knowledge; develop, implement and present lesson plans according to established curriculum standards and requirements; monitor, analyze and adjust instructional activities in response to student needs.

Supervise and evaluate the performance of assigned personnel including academic personnel; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; coordinate subordinate work assignments and review work to assure compliance with established standards, requirements and procedures; assure employee understanding of established requirements.

Serve as a liaison and coordinate Study Abroad, International Students and Services Program, and communications between students, staff, administrators, faculty, departments, programs, educational

institutions, service providers, outside agencies, governmental organizations and the public; assure proper and timely resolution of student, staff and administrative issues and conflicts.

Monitor and evaluate International Students and Services Program and Study Abroad programs and activities for educational effectiveness and operational efficiency; participate in the development and implementation of standards, programs, policies and procedures to enhance the educational effectiveness and operational efficiency of International Student Services Program and Study Abroad programs and activities.

International Students & Services Program

Provide consultation to students, faculty, staff, schools, universities, outside agencies and others concerning International Students and Services Program. Conduct student and faculty orientations for international students; respond to inquiries and provide detailed and technical information concerning related services, standards, requirements, time lines, goals, objectives, practices, policies and procedures.

Implement all governmental regulations (SEVIS) related to international student recruitment, retention and program completion. Maintain current information regarding Department of Homeland Security; train and monitor staff in Department of Homeland Security rules and regulations. Serve as liaison with the Federal Bureau of Investigation and the Department of Homeland Security involving program audits and individual student inquiries. Become certified by the Department of Homeland Security and ensure that all required staff maintain their certification.

Serve as liaison with other College departments as they affect international students including faculty, admissions, and health services.

Arrange for and provide mandatory health insurance for all international students including contracts with health insurance providers, collection policies and procedures.

Develop and implement marketing plan to include web, print and partnership marketing agreements. Develop and monitor marketing partner agreements including maintenance of student database by partner to ensure payments of shared marketing costs with partner agencies.

Develop and train partner agencies in College policies, procedures and programs. Maintain communication with partner agencies and ensure timely collection of student fees.

Develop curriculum and teach courses designed for international student success. Evaluate curriculum, modify to meet student needs and evaluate student achievement.

Develop and manage the annual budget for International Students and Services Program; analyze and review budgetary and financial data; control and authorize expenditures in accordance with established limitations.

Direct and participate in the preparation and maintenance of various narrative and statistical records and reports related to programs, services, institutional performance, budgets and assigned activities.

Provide technical information and assistance to the Dean regarding program services, activities, needs and issues; assist in the formulation and development of policies, procedures and programs.

Communicate with administrators, personnel and outside organizations to exchange information, coordinate activities and programs and resolve issues or concerns.

Participate in various International Student Services Program accounting functions; monitor and follow-up on outgoing payments; supervise and process the collection of student payments.

Participate in international recruitment fairs abroad and coordinate international recruitment with marketing partner agencies.

Attend and conduct various meetings as assigned; attend and participate in various conferences, special events and board meetings

Operate a variety of office equipment including a computer and assigned software; drive a vehicle to conduct work.

**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Planning, organization and direction of International Student Services Program, Study Abroad operations and activities including the development and implementation of programs at satellite locations.

Host universities, foreign schools and other resources and locations for Study Abroad programs.

Curriculum standards, requirements, interpretation and application in course approval and instruction College, State and federal standards and requirements governing International Student Services Program and Study Abroad programs.

International student recruitment agencies policies and procedures.

Instructional techniques and strategies related to study abroad and international student success programs.

Practices, procedures and techniques involved in the development of contracts and partnerships with educational institutions and commercial service providers.

Title V regulations and applicable sections of the California Education Code.

Department of Homeland Security regulations for international students and visitors.

Principles and practices of administration, supervision and training.

Policies and objectives of assigned programs and activities.

Budget preparation and control.

Oral and written communication skills.

Applicable laws, codes, regulations, policies and procedures.

Interpersonal skills using tact, patience and courtesy.

Operation of a computer and assigned software.

Public relations and marketing practices, procedures and techniques.

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**ABILITY TO:**

- Plan, organize, control and direct International Student Services Program/Study Abroad programs, operations and activities.
- Participate in the development, and provide instruction to students enrolled in related courses.
- Coordinate and direct communications, curriculum, personnel, resources and contracts to meet student needs and assure smooth and efficient program activities.
- Supervise and evaluate the performance of assigned personnel.
- Develop and implement Study Abroad programs at various locations.
- Prepare and deliver lectures, oral presentations and classroom demonstrations.
- Research and assess host universities and foreign schools to determine feasibility of Study Abroad program implementation.
- Select service providers and contractors according to price effectiveness and service quality.
- Develop and implement ISSP and Study Abroad instructional activities and curriculum standards.
- Communicate effectively both orally and in writing.
- Interpret, apply and explain laws, codes, regulations, policies and procedures.
- Establish and maintain cooperative and effective working relationships with others.
- Operate a computer and assigned office equipment.
- Analyze situations accurately and adopt an effective course of action.
- Meet schedules and time lines.
- Work independently with little direction.
- Plan and organize work.
- Prepare comprehensive narrative and statistical reports.
- Direct the maintenance of a variety of reports, records and files related to assigned activities.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: master's degree and three years increasingly responsible educational experience working Study Abroad, International Student Services Program or related programs including work with classroom instruction. Experience with extensive traveling or living abroad.

**LICENSES AND OTHER REQUIREMENTS:**

- Valid California driver's license.
- U.S. Citizenship.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

- Indoor work environment.
- Driving a vehicle to conduct work.
- Ability to travel abroad

**PHYSICAL DEMANDS:**

- Dexterity of hands and fingers to operate a computer keyboard.
- Seeing to read a variety of materials.

Sitting or standing for extended periods of time.

Hearing and speaking to exchange information and make presentations.