

MONTEREY PENINSULA COLLEGE
PROGRAM COORDINATOR
INTERNATIONAL STUDENT PROGRAMS

JOB SUMMARY

Under the direction of the responsible administrator, coordinate and perform a variety of complex and responsible administrative activities in support of the International Student Programs. Receive limited supervision within a broad framework of standard Federal, State, District and program laws, regulations, policies, and procedures. Exercise good judgment in the application and follow through of program objectives; establish and maintain good public relations with staff, students, and the community at large.

EXAMPLES OF FUNCTIONS

Essential Functions

Prepare and disseminate information regarding the International Student Programs' policies and procedures. Facilitate communication and coordinate activities between the responsible administrator, faculty, staff, and public. Establish and maintain collaborative relationships and positive public relations.

Under general direction, update and maintain the program webpage, including but not limited to, admissions, immigration, health insurance, program fees, housing, community resources, and government agencies. Develop and update program materials, forms, and student handbook.

Coordinate front desk activities and provide excellent customer service. Greet and assist visitors and answer phones. Serve as primary contact and liaison for international students, assist with problem resolution, and refer to appropriate resources.

Verify and review admissions documents for completeness, including English language proficiency, foreign credentials, transcripts, and financial eligibility. Set up and maintain files for admission of international students. Forward completed documents to counselor to review for admissions. Prepare and disseminate correspondence to students and their agents regarding status of admissions.

Perform data entry, update, and maintain student database related to student demographic information and tracking.

Assist students with academic information and registration inquiries; check section availability for different classes; print unofficial transcripts, per student request; respond to inquiries related to basic immigration, obtaining academic assistance and other topics. Notify Admissions & Records and students of their evaluations.

Perform duties maintaining confidentiality of student records pursuant to District and FERPA regulations. Use good judgement, tact, and diplomacy to adopt an effective course of action when interacting with complex and sensitive issues. Exhibit sensitivity to multi-cultural issues facing international students.

Compose, prepare and distribute a variety of paper and electronic documents including email, letters, bulk mailing, on-line forms, reports, spreadsheets, resolutions, and manuals.

Monitor and order office and equipment supplies. Facilitate repairs as needed.

Maintain, track, and provide budget information for department. Prepare and process purchase requisitions.

Coordinate and monitor special projects, assignments and activities.

Assist with planning and coordinating insurance program for international students, enter student enrollment and process health insurance forms into insurance database; monitor the insurance reports and respond to students' health insurance inquiries; serve as liaison between students and health providers.

Organize, implement, and participate in the orientation program for new international students' which may include but is not limited to: room reservation, booking speakers, providing meals, bulk mail with information regarding placement tests, orientation & counseling dates.

Coordinate preparation of workshops, training seminars, and other meetings as needed; schedule events and appointments notifying all stakeholders.

Coordinate assignments of student workers.

Perform other related duties as assigned.

EMPLOYMENT STANDARDS

Education and Experience

Any combination of education, experience and training which would indicate possession of the required knowledge, skills and abilities listed herein. For example, completion of approximately two years of college level course work, and three years of increasingly responsible office experience providing advanced knowledge and skills in current office procedures and techniques.

Knowledge

Knowledge of: general functions of a complex organization; current office methods and practices including filing systems, business telephone skills, letter and report writing; a variety of computer software programs including word processing, database, and spreadsheet applications; mathematical computations; financial record keeping procedures; office management techniques and procedures; and public and human relations skills using tact, patience, and courtesy. Federal, State, District and program laws, regulations, policies, and procedures related to the program, including FERPA and immigration regulations. Understanding of, sensitivity to and appreciation for the diverse academic, ethnic, socio-economic, disability and gender diversity of students and staff attending or working on a community college campus.

Abilities

Ability to: understand and independently carry out oral and written instructions; accurately and efficiently use a variety of word processing, spreadsheet and database programs to create and produce letters, reports, spreadsheets and other documents; learn and successfully use new software programs; apply office policies, procedures, rules and regulations; use good judgment in recognizing the scope of authority as delegated; analyze situations and make decisions on procedural matters without immediate supervision; maintain confidentiality of student records; communicate effectively in both oral and written form; use appropriate and correct English spelling, grammar, and punctuation; perform arithmetical calculations with speed and accuracy; operate efficiently a variety of office equipment; establish and maintain effective work relationships with those contacted in the performance of required duties; demonstrate an understanding of, sensitivity to and appreciation for, the academic, ethnic, socio-economic, disability and gender diversity of students and staff attending or working on a community college campus.

Physical Effort/Work Environment:

Light to moderate physical effort; sitting for extended periods of time; occasional standing or walking; periodic handling and lifting up to 20 pounds. Stoop, bend, kneel, crouch, reach, and twist; lift, carry, push and pull. Indoor work environment with frequent interruptions.

Job Description/Title: Programmer Coordinator International Student Programs
Board Approved: October 25, 2017

SALARY SCHEDULE:
Classified, Range 22