

Position Information

<https://jobs.scu.edu/postings/5983>

Position Title	International Student Advisor
Department	Global Engagement Office
Fixed Term End Date	
Part Year	No
Part Year Months	
FLSA Status	Non-Exempt
Standard Hours (hours per week)	40

Position Summary Information

The International Student Advisor is part of a team of three advisors plus an Assistant Director and Director of International Students and Scholars (ISS) who serve approximately 1,500 students and scholars at the University. The majority of international students are graduate students in the STEM area. The International Student Advisor reports to the Director of International Students and Scholars, one of the units in the Global Engagement Area. The International Students and Scholars department collaborates closely with the education abroad area and, under the Associate Provost, provides leadership for the University on global engagement, international strategy and partnerships.

Position Purpose

Following the 2011 University Strategic Plan that prioritized Global Engagement and Understanding, the University has entered a phase of dynamic growth and development of global initiatives and enhanced connections among global programs throughout the University including international students, international scholars, global partnerships, and programs emphasizing diversity and intercultural and global learning. International education is a key component of Santa Clara University's commitment to social justice and diversity and inclusion.

- Essential Duties and Responsibilities**
1. Advising and direct service to international students
 - a. Individual and group advising throughout all phases of the international education process including pre-arrival, during the period of study, and through OPT/STEM OPT.
 - b. Advising related to intercultural adjustment
 - c. Advising on adapting to the US academic culture
 - d. Advising on health and safety in the US context
 - e. Attention to the advising needs among special populations including Global Nomads; US citizens living abroad
 - f. Advising on a broad range of complex issues including: Change of visa status from one category to another; Leave of absence; Concurrent

enrollment; Change of academic program; Extension of program of study; Reinstatement applications for students who have fallen out of status; “Travel signatures” for students planning to travel outside the U.S.; CPT and Academic Training; OPT; STEM; Economic hardship work permission; Tax and employment issues

2. Administrative/technical/compliance responsibilities in SEVIS and the University’s data system, ISSM including performing the duties of a Designated School Official (DSO) and, at the discretion of the Director, an Alternate Responsible Officer (ARO)
3. Coordinate international student orientations (International Student Welcome) and other intercultural programming for SCU students, faculty and staff and evaluate these sessions on a regular basis in keeping with the expectations for Global Engagement Area programs
4. Promote campus internationalization through communication with faculty and staff throughout campus on international and intercultural issues, in keeping with the priorities of the Global Engagement Area.
5. Assist in the creation and revision of office publications including video, website, e-communications
6. May be asked to serve as a ISS liaison to a designated unit or area of the University, at the request of the Director
7. May be asked to serve as an ISS representative on University committees and/or represent the University at conferences and professional

GENERAL GUIDELINES

1. Recommends initiatives and implements changes to improve quality and services.
2. Identifies and determines cause of problems; develops and presents recommendations for improvement of established processes and practices.
3. Maintains contact with constituents and solicits feedback for improved services.
4. Maximizes productivity through use of appropriate tools; plans training and performance initiatives.
5. Researches and develops resources that create timely and efficient workflow.
6. Prepares progress reports; informs supervisor of project status and deviation from goals. Ensures completeness, accuracy and timeliness of all operational functions.
7. Prepares and submits reports as requested and required.
8. Develops and implements guidelines to support the functions of Global Engagement throughout the University

Provides Work Direction

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The items below are representative of the knowledge, skills, abilities, education, and experience required or preferred.

This position requires the ability to effectively establish and maintain cooperative working relationships within a diverse multicultural environment.

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. In accordance with the Americans with Disabilities Act, as amended, the California Fair Employment & Housing Act, and all other applicable laws, SCU provides reasonable accommodations for qualified persons with disabilities. A qualified individual is a person who meets skill, experience, education, or other requirements of the position, and who can perform the essential functions of the position with or without reasonable accommodation.

Physical Demands

- Considerable time is spent at a desk using a computer terminal.
- May be required to travel to other buildings on the campus.
- May be required to attend conference and training sessions within Bay Area or in- or out-of-state locations.
- May be required to occasionally travel or to visit outside/off-campus colleagues

The work environment characteristics described below are representative of those an employee encounters while performing the essential functions of this job.

Work Environment

- Typical office environment.
- Mostly indoor office environment with windows.
- Offices with equipment noise.
- Offices with frequent interruptions

Knowledge

- a. Knowledge of major information sources for international educators
- b. Knowledge of current issues in higher education, international education and immigration, as it impacts international students and scholars
- c. Knowledge of DHS, DOS and Department of Labor regulations governing non-immigrant students, faculty, researchers and professionals (F-1, J-1).
- d. Demonstrated experience understanding and managing highly regulated services in an environment of complex and sometimes ambiguous federal laws and regulations where error can result in significant loss of educational teaching and research mission objectives.
- e. Demonstrated experience interpreting and applying federal immigration policies and regulations relevant to international students and scholars, including detailed knowledge of SEVIS.

Skills

- a. Excellent cross-cultural, written and oral communication skills
- b. Advanced administrative and program management skills
- c. Sound professional judgment
- d. A team player
- e. Experience with batch software, ISSM and SEVIS; Peoplesoft experience

desired

f. Direct experience advising and counseling international students

a. Must meet federal eligibility requirements to be a DSO/ARO including US citizenship or permanent residence and successfully complete the J-1 criminal background check.

b. Ability to exercise independent judgment and use discretion in decision-making in advising

c. Ability to articulate and interpret university, state, and federal policies and procedures

d. Ability to compose and give effective presentations

Abilities

e. Interact effectively with a broad range of constituents including students, parents, faculty, on-campus staff, overseas staff and institutions as well as departments throughout the University

f. Work effectively as both part of the ISS team and also the Global Engagement Team

g. Executes change and follows through on activities and initiatives

h. Maintain confidentiality and handle matters with sensitivity and tact

i. Demonstrates a high degree of professionalism

j. Coordinate a variety of responsibilities to accomplish assignments within set deadlines

- Bachelor's degree

Education and/or Experience

- 2 years professional experience working with international students required. Two years working specifically in a university-based international education office preferred.

Salary Information

Hiring Range: \$23.69 - \$27.23 hourly

Posting Detail Information

Close Date

Open Until Filled

Yes

Special Instructions to Applicants

Santa Clara University does not sponsor work visas for staff positions. If hired, individuals must independently provide proof of their eligibility to work in the United States.

EEO Statement

Santa Clara University is an Equal Opportunity/Affirmative Action employer, committed to excellence through diversity and inclusion, and, in this spirit, particularly welcomes applications from women, persons of color, and members of historically underrepresented groups. All qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, sex, sexual orientation, gender identity or expression, age, status as a protected veteran, status as a qualified individual with a disability,

or other protected category in accordance with applicable law. The University will provide reasonable accommodations to individuals with a disability.

Santa Clara University annually collects information about campus crimes and other reportable incidents in accordance with the federal Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act. To view the Santa Clara University report, please go to the Campus Safety Services website at <http://www.scu.edu/cs/>. To request a paper copy please call Campus Safety at (408) 554-4441. The report includes the type of crime, venue, and number of occurrences.

About Santa Clara University

Santa Clara University is a comprehensive Jesuit, Catholic university located in California's Silicon Valley, offering its 8,800 students rigorous undergraduate curricula in arts and sciences, business, and engineering, plus master's, Ph.D., and law degrees.

Posting Supplemental Questions

Required fields are indicated with an asterisk (*).

1. * Are you a current or former Santa Clara University employee?
 - Yes
 - No
2. * How did you hear about this employment opportunity?
 - WEB-SC: SCU Website
 - SCU: University Promotion/Transfer
 - SE: Self
 - PE: Periodical
 - ER: SCU Employee Referral
 - LN: Other Newspaper
 - CF: Conference
 - WEB-O: Other website
 - OS: Other
 - Asians in Higher Education
 - Assoc of Jesuit Colleges & Universities
 - CAL Jobs
 - Blacks in Higher Education
 - HigherEd Jobs
 - Hispanics in Higher Education
 - Latinos in Higher Education
 - LGBT in Higher Education
 - Native Americans in Higher Education
 - Northern California Higher Education Consortium
 - Veterans in Higher Education
 - Women and Higher Education
3. * Are you legally eligible to work in the United States?

- Yes
 - No
- 4. * What is the highest level of education that you have completed?
 - High School Diploma
 - Professional Certificate
 - Associate's Degree
 - Bachelor's Degree
 - Master's Degree
 - JD
 - PhD
- 5. * Indicate Years of Related Work Experience
 - 1 or more year(s)
 - 2 or more years
 - 3 or more years
 - 5 or more years
 - 10 or more years

Applicant Documents

Required Documents

1. Cover Letter
2. Resume

Optional Documents