### CUSTOM PROGRAMS COORDINATOR

**DEPARTMENT:** International Gateways  
**IMMEDIATE SUPERVISOR:** Director, International Gateways  
**POSTING DATE:** July 10, 2017  
**CLOSING DATE:** Open Until Filled  
**SALARY:** Mid $50K to low $60K, commensurate with experience/education  
Full time  
Benefited  
**EXEMPT STATUS:** Exempt

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**GENERAL NATURE OF POSITION:** International Gateways offers high quality English language programs, cultural experiences, and support services to international students, professionals, and visitors at San José State University who want to develop communication skills and strategies for success in a global community.

The Custom Programs Coordinator, reporting to the Director of International Gateways, is responsible for the development, management, and marketing of all special programs. Providing custom programs for cohort groups and university partners is a growing segment for International Gateways. The Coordinator, in collaboration with the Director, develops a strategic and operational plan for growth.

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**ESSENTIAL DUTIES & RESPONSIBILITIES:**

1. Responds to and takes charge of requests for proposals for custom programs, including development of agreements, budgets, schedules, curriculum, and activities.

2. Plans instructional programs and services, in conjunction with the Associate Director, consistent with International Gateway’s goals and quality standards.

3. Develops and maintains curriculum, materials, assessment, and program activities for the assigned programs.

4. Submits administrative forms such as syllabi, course evaluations, grades, and program finances to International Gateways Director in a timely manner.

5. Interviews and trains instructional staff to implement all program activities in coordination with Associate Director.

6. Coordinates staff for program-related activities such as airport transfers, orientation, welcome and farewell events, and placement if necessary.
7. Maintains database entries of student admission and registration information in conjunction with Admissions Manager and Database Analyst.

8. Creates invoices and submits them to appropriate partner contacts. Confirms receipt of funds.

9. Develops marketing materials, including web pages and PowerPoint presentations for custom program options.

10. Represents International Gateways in correspondence and personal interactions with campus and community entities, such as housing, catering, and facility providers.

11. Teaches International Gateways courses as necessary.

12. Travels as necessary to promote custom programs and partnerships.

13. Other duties as assigned by International Gateways administration.

INTERPERSONAL CONTACTS:

A core component of this position is the establishment of effective working relationships with all campus and community entities, including:

- International students
- University Partner staff and faculty
- SJSU and International Gateways staff, faculty, student employees

QUALIFICATIONS:

1) Education and Experience
- MA TESOL (or MA in related field with ESL/EFL teaching experience)
- Minimum of 2 years successful teaching experience in an academic Intensive English Program (IEP), teaching a variety of skill areas at various levels
- Overseas teaching experience preferred
- Administrative experience in the management and development of educational programs preferred

2) Knowledge, Skills and Abilities required
- Strong intercultural communication competence and adaptability to ongoing change
- Demonstrated ability to work effectively as a part of a team
- Demonstrated success establishing partnerships and in negotiations with partners
- Ability to provide prompt, accurate, and thoughtful responses to all inquiries
- Availability to work flexible hours
- Eligible to serve as a Designated School Official in SEVIS

3) Physical Requirement
Busy, crowded office environment. Must be able to sit for extended periods, stand for extended periods, and travel to different areas across the campus.
4) **Complexity of Duties**
   Performs duties under minimal direct supervision of the Director

This position description intends to describe the general nature and level of work being performed by people assigned to this job. It is not intended to include all duties and responsibilities. The order in which duties and responsibilities are listed is not significant.

**SUPERVISORY RESPONSIBILITIES:**
May oversee and direct student workers and activity volunteers

**APPLICATION PROCEDURE**
To apply for this position, you may submit a letter of interest and a resume or an application. An application and other information may be obtained from the Research Foundation’s Human Resources Department, through the Research Foundation’s web site at foundation-jobs@sjsu.edu or in person by visiting the Foundation, located at 210 North 4th Street, 4th Floor, San Jose, CA (corner of St. James and North 4th Streets). An application will be required for those interviewed.

San Jose State University Research Foundation  
Attn: HR/Job Code IG CPC  
210 North 4th Street San Jose, CA 95112  
E-mail: foundation-jobs@sjsu.edu

Research Foundation employment is separate and distinct from San Jose State University or State of California employment. Research Foundation employees are not employees of either SJSU or of the state of California.

The San Jose State University Research Foundation (SJSURF) is a non-profit auxiliary of San Jose State University. SJSURF is totally self-supported. The majority of the organization’s funding comes from the federal government, and other public and private entities. With annual revenues totaling over $65 million, programs managed through SJSURF cover a rich diversity of applied research, public services, and educational related activities.

**SAN JOSE STATE UNIVERSITY RESEARCH FOUNDATION**
The San Jose State University Research Foundation is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, color, sex, age, national origin or disability.

The SJSURF has implemented California State University Executive Order 1083 (http://www.calstate.edu/EO-1083.pdf). By policy, all SJSURF employees are mandated reporters for suspected child abuse or neglect and are expected to undergo formal training in accordance with the directives of the Executive Order.

The SJSURF has also implemented California State University Policy Memorandum HR 2015 – 08 (http://www.calstate.edu/HRAdm/pdf2015/HR2015-08.pdf).

A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the SJSURF. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current SJSURF employees who apply for the position.