ENROLLMENT COORDINATOR

DEPARTMENT: International Gateways

IMMEDIATE SUPERVISOR: Admissions Manager

POSTING DATE: June 19, 2017

CLOSING DATE: Posted Until Filled

SALARY: $16.00 to $19.00/hr

EXEMPT STATUS: Non-exempt (hourly), Full time, Benefitted

GENERAL NATURE OF POSITION
International Gateways, an academic unit within the College of International and Extended Studies, provides long and short-term programs to meet the language, academic and cultural objectives of international students at San José State University.

Under the immediate supervision of the Admissions Manager, the Enrollment Coordinator position supports the Admissions and Marketing & Outreach teams and performs a variety of administrative duties to facilitate the admissions and enrollment processes of students and the registration of recruitment partners.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Admissions Support
   a. Perform accurate data entry into the International Gateways student database and CRM.
   b. Access PeopleSoft to create SJSU ID#s for new students.
   c. Assist with new student and custom group check-in processes
   d. Maintain accurate records of student health insurance registration
   e. Serve as main point of contact for student health insurance inquiries
   f. Implement SJSURF, CIES, and International Gateways policies to maintain confidentiality of students
   g. Serve as a Designated School Official (DSO) to create I-20s and update student records in SEVIS
   h. Implement US and SJSU immigration policies as directed by the Admissions Manager

2. Marketing and Outreach Support
   a. Maintain accurate records of International Gateways recruitment partners under the direction of the Marketing and Outreach Specialist.
   b. Input recruiter data into International Gateways recruitment partners database and CRM.
   c. Correspond with international partners as necessary/appropriate

3. Other duties and responsibilities, as assigned
INTERPERSONAL CONTACTS:
1. Reports directly to and receives supervision from the Admissions Manager of International Gateways.
2. Works closely with other International Gateways and CIES personnel and staff.
3. Works closely with students, university partners, and recruitment agents.

QUALIFICATIONS:

1) Education and Experience
   a) Bachelor’s degree in International Studies, International Business, or related field.
   b) Previous experience working with international students.
   c) Prior experience as a DSO, a plus.

2) Knowledge, Skills and Abilities required
   a) Excellent customer service and communication skills.
   b) Ability to work well in a fast-paced multicultural environment.
   c) Demonstrated attention to detail in data entry.
   d) Ability to multitask.
   e) Must be a US citizen or legal resident in order to be eligible for DSO status.
   f) Knowledge of language other than English, a plus.

3) Physical Requirements
   a) Must be able to operate a PC including a mouse and keyboard.
   b) Must be able to use a telephone and/or headset.
   c) Must be able to navigate uneven surfaces and carry materials.

4) Complexity of Duties
   a) Works on a variety of projects at any given time.
   b) Works with minimal direction on assigned projects.
   c) Ability to work both independently or in a group/team effort.
   d) Work has high impact on department’s ability to provide effective customer service and ability to meet deadlines.

Please note: By CSU and Research Foundation policy, this position is considered a “sensitive” position. Therefore, any offer of employment is strictly conditional upon successful completion of the Live Scan (fingerprinting) process before starting work.

SUPERVISORY RESPONSIBILITIES:
none
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 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. The SJSU Research Foundation website’s job listings page, which also has a link for downloading an application, can be found at http://www.sjsu.edu/researchfoundation/open/index.html

San Jose State University Research Foundation
Attn: HR/Job Code IG EC
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

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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.