SAN JOSE STATE UNIVERSITY RESEARCH FOUNDATION

Position: PROGRAM SUPPORT COORDINATOR

DEPARTMENT: International Gateways

IMMEDIATE SUPERVISOR: Director, International Gateways

POSTING DATE: September 5, 2017

CLOSING DATE: Open Until Filled

SALARY: $40,000–$45,000 DOQ/E

EXEMPT STATUS: Non-exempt, Full-time, Benefited

GENERAL NATURE OF POSITION: International Gateways (IG), an academic unit within the College of International and Extended Studies (CIES), 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 Director, the incumbent provides critical program support to facilitate admissions, immigration, and course enrollment processes. The position performs a variety of data entry and other duties. The position offers an opportunity to support and learn all aspects of intensive English program administration.

ESSENTIAL DUTIES & RESPONSIBILITIES:

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

- Academic Support
  a. Maintain student enrollments and teacher course access in Canvas.
  b. Coordinate elective course selection and registration in the IG database.
  c. Set up course grading system for teachers in IG database.
  d. Upload and troubleshoot grades once entered.
  e. Assist Academic Coordinator and Associate Director as needed.

- Other duties and responsibilities, as assigned
INTERPERSONAL CONTACTS:
- Receives supervision from the Associate Director and Admissions Manager of IG.
- Works closely with IG staff, CIES personnel staff, students, and university departments.

QUALIFICATIONS:

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

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

3) Physical Requirement
- Must be able to operate a PC and office equipment.
- Must be able to use a telephone and/or headset.
- Must be able to navigate uneven surfaces and carry materials.

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

SUPERVISORY RESPONSIBILITIES
None.

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.

APPLICATION PROCEDURE
To apply for this position, you may submit a letter of interest and a resume or an application. An application may be obtained from the Research Foundation’s Human Resources Department, through the Research Foundation’s web site at http://www.sjsu.edu/researchfoundation/ or in person by visiting the Research Foundation, located at 210 North 4th Street, 4th Floor, San Jose, CA. An application will be required for those interviewed.

San Jose State University Research Foundation
Attn: HR/Job Code IG EC
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SAN JOSE STATE UNIVERSITY RESEARCH FOUNDATION

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The Research Foundation has implemented California State University Executive Order 1083 (http://www.calstate.edu/eo/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 livescan) must be completed satisfactorily before any candidate can be offered a position with the SJSURF as this is considered a sensitive position. 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.