Position: Admissions Manager

DEPARTMENT: International Gateways

IMMEDIATE SUPERVISOR: Director, International Gateways

POSTING DATE: January 7, 2019

CLOSING DATE: Open until filled

SALARY: Commensurate with relevant experience and qualifications
Range: $60K to $78K, DOE/Q
Full time
Benefited

EXEMPT STATUS: Exempt level

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 Jose State University.

As a direct report to the Director of the International Gateways program, the incumbent provides management, oversight, administration, and direction to the International Gateways Admissions function, as well as general advice regarding immigration and other issues to prospective and current students.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Advising and Enrollment Process
   a. Manage process of enrollment and admission services to students. The services include but are not limited to International Gateways student admissions, immigration advice on SEVIS (Student and Exchange Visitor Information) practices for students on F-1 or other visa participating in a wide variety of programs.
   b. Administer the admissions and student advising for applicants and International Gateways prospective student applicants to ensure that they meet all International Gateways, SJSURF and DHS requirements. Develop and manage maintenance and update of an electronic database of student enrollments to track all registrations and provide historical enrollment reports.
   c. Prepare SEVIS documents to ensure that all applicants have legal immigration status. Interpret SEVIS regulations and advise students in matters of transfers, reinstatements, and visa changes. Maintain current information on ICE/DOS/DHS rules and regulations.
   d. Liaise with sponsoring organizations regarding tuition payments. Manage performance of bursar functions: accept and process student tuition payments. Invoice and fulfill payments and refunds for students.
2. **Interaction with Campus Community and Others**

   a. Regularly confer with International Gateways Academic Advisors to provide guidance for visa compliance issues of probationary students. Determine and suggest a course of action that is in line with SJSU admissions practices and Homeland security policies.

   b. Review and actively assist in resolution of multifaceted issues that affect International Gateways students. Examples include student’s failure to comply with SEVIS regulations, tuition refund disputes, etc. Offer and convey to the student or an authorized person a range of visa alternatives that may include F-1 visa for failure to attend, an opportunity to transfer out from International Gateways, voluntary deportation, reinstatement of F-1 visa, etc.

3. **Research and Development**

   a. Collaborate with the International Gateways IT Department to improve the performance and effectiveness of the Student Information System (database). Suggest modifications to the International Gateways database to improve functionality.

   b. Develop reports based on the data from the Student Information System to monitor the pattern of annual enrollment, trends, and revenue.

   c. Review the functions of the Admissions and Applications section of the International Gateways website on a continuous basis. Suggest enhancements or changes as to formats, upgrades or removal of contents of the International Gateways website in order to increase the effectiveness of the site.

   d. Maintain active membership and participation in NAFSA (National Association of International Educators) by attending NAFSA conferences regularly for professional development and for updates regarding US Homeland Security policies and practices.

   e. Stay currently informed as to policies and practices (at the federal, state, California State University levels) affecting international student education.

4. **Management and Operations**

   a. Provide supervision, direction, guidance, and training, as appropriate to the Admissions unit to ensure departmental functional competence, cross training, and professional development of staff.

   b. Monitor the operations of the admissions unit to ensure optimal workflow and implementation of best practices.

   c. Participate and collaborate with International Gateways’ leadership to implement best practices within the unit.

   d. Other duties as assigned.

**INTERPERSONAL CONTACTS:**

1. Reports directly to and receives general supervision from the Director of the International Gateways Program.
2. Works closely with members of International Gateways staff, as well as with teachers, educational administrators, and other professional organizations to establish and maintain positive and productive professional partnerships.

3. Works closely with SJSU faculty, staff, and San Jose State University Research Foundation employees across all levels, and the SJSU community at large.

QUALIFICATIONS:

1) **Education and Experience**
   a) Bachelor’s degree in Business, International Studies, related field, or equivalent is required. MA is preferred.
   b) 5+ years of experience working with international students is required.
   c) 2+ years of experience as a Designated School Official within an IEP is required.
   d) 1 year of experience supervising and training of staff in immigration and admissions policies and procedures is preferred.

2) **Knowledge, Skills and Abilities required**
   a) In-depth knowledge of U.S. Immigration Policy, in particular the SEVIS system and F1 visa regulations and procedures.
   b) Knowledge of the organizational structure and procedures of the campus, including computer software programs (Word, Excel, Access, Power Point, Outlook, PeopleSoft, and other student data systems).
   c) Working knowledge of student services programs outside of the International Gateways Program (i.e. SJSU and partner universities and academic institutions).
   d) Ability to advise students, representatives of the recruiting agencies and partner universities, and others on complex student-related matters.
   e) Ability to work with multicultural and ethnically diverse populations.
   f) Ability to interact courteously and effectively with colleagues, members of the university community and the public.
   g) Ability to collect, compile, analyze and evaluate data and make verbal and written reports based on them.
   h) Ability to make decisions and carry through actions having implications with regard to other program or service areas.
   i) Use initiative and resourcefulness in planning work assignments and in implementing long-range program improvements.
   j) Maintain membership and active participation in relevant professional associations such as NAFSA (National Association of International Education).

3) **Physical Requirements**
   a) Must be able to operate a PC including a mouse and keyboard.
   b) Must be able to operate office equipment.
   c) Must be able to use a telephone and/or headset.
   d) Must be able to navigate uneven surfaces and carry materials.
   e) Various evening and weekend work required throughout the year.
   f) Must be able to drive a vehicle to work locations; will be asked to provide proof of insurance.
4) **Complexity of Duties**
   a) Exercise independent judgment in developing methods and evaluating criteria for achieved results.
   b) Works on projects where analysis of data or solutions requires an evaluation of various factors.
   c) Works with minimal direction on assigned projects/programs.
   d) Works on a variety of projects at any given time – multi-task.
   e) Ability to work both independently or in a group/team effort.
   f) Work has high impact on department's ability to provide effective customer service and ability to meet deadlines.

**PLEASE NOTE:** This position is considered a “sensitive” assignment by Research Foundation and CSU policy. Consequently, an offer of employment for this position is strictly contingent upon the successful applicant undergoing and successfully completing the Live Scan (fingerprinting) process.

**SUPERVISORY RESPONSIBILITIES:** Provides supervisory direction, training, and advice to staff Members in the areas of International Gateways admissions process, SJSU Conditional Admission policies and US DHS policies and procedures.

5) **Benefits**
   The comprehensive benefit package includes:
   a) Nine health insurance plans to choose from
   b) Free dental and vision for employee and eligible dependents
   c) Paid Federal & State Holidays
   d) Retirement Plan: 403 (b) employee contribution plan component and a 403 (b) employer Contribution component.
   e) Vacation and separate sick plans
   f) Employee Discounts
   g) Paid Training and Conferences

**APPLICATION PROCEDURE**

To apply for this position, an applicant is required to submit a formal application for employment, as well as a resume and a letter of interest. The applicant may do this via e-mail or by regular mail. The formal employment application is located at [http://www.sjsu.edu/researchfoundation/open/Employment%20Application%20Form_new.pdf](http://www.sjsu.edu/researchfoundation/open/Employment%20Application%20Form_new.pdf)

The employment application may also be obtained from the Research Foundation through its web site at [http://www.sjsu.edu/researchfoundation/open/index.html](http://www.sjsu.edu/researchfoundation/open/index.html).

An applicant may also apply in person by visiting the Research Foundation, located at 210 North 4th Street, 3rd Floor, San Jose, CA (corner of St. James and North 4th Streets). In-person applicants will be provided a formal employment application to fill out. Please address your formal application, your resume and your letter of interest directly to:

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

**Reasonable Accommodation:**

The San Jose State Research Foundation is committed to providing access, equal opportunity and reasonable accommodation for individuals with physical or mental disabilities in the employment, recruitment, examination, hiring and interviewing processes. If you are a job seeker with a physical or mental disability and require a reasonable accommodation to search, apply, or interview for a job opening or otherwise need a reasonable accommodation during the application and hiring process, please
contact us at foundation-jobs@sjsu.edu. In the email message, please indicate your full name, phone number and the type of assistance required. You must not reveal the underlying medical reason for your needed reasonable accommodation or otherwise disclose confidential medical information. You may also call (408) 924-1400 from 8:00am to 5:00pm (PST), Monday through Friday, excluding holidays, to get assistance.

The Research Foundation provides excellent benefits package to benefited employees. Please visit http://www.sjsu.edu/researchfoundation/humanresources/benefits/index.html to get more details.

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 501 (c) (3), 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 from 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 is an Equal Opportunity Employer and does not discriminate on the basis of race, color, creed, gender, religion, marital status, registered domestic partner status, age, national origin, ancestry, physical or mental disability, medical condition, sex, genetic information, sexual orientation, military and veteran status or any other consideration made unlawful by federal, state, or local laws. It also prohibits unlawful discrimination based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.

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 satisfactorily be completed 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.