**SAN JOSE STATE UNIVERSITY RESEARCH FOUNDATION**

<table>
<thead>
<tr>
<th>Position:</th>
<th>PROGRAM SUPPORT COORDINATOR</th>
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<td>DEPARTMENT:</td>
<td>International Gateways</td>
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<tr>
<td>IMMEDIATE SUPERVISOR:</td>
<td>Director, International Gateways</td>
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<tr>
<td>POSTING DATE:</td>
<td>January 8, 2019</td>
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<tr>
<td>CLOSING DATE:</td>
<td>Open Until Filled</td>
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<tr>
<td>SALARY:</td>
<td>$40,000–$57,000 DOQ/E</td>
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<td>EXEMPT STATUS:</td>
<td>Non-exempt, Full-time, Benefited</td>
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**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.
  f. 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 is required.
- 2 years of previous experience working with international students is required.
- 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.
- 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.
- Must be a US citizen or legal resident in order to be eligible for DSO status.

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.

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.

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: None
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

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**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 IGPSC  
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](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/co/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.