



Job Description

Job Title: Manager – International Student Services

JTC: CQB

Salary Range: N05

FLSA: Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Responsible for assisting with the day-to-day functions of a segment of work, a sub-section of an organization, or a functional area within an organization.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Responsible for assisting with the planning, direction or oversight of a business unit, division, department, or an operating unit within an organization with or without reporting staff. Plans and maintains work systems, procedures, and policies that enable and encourage the optimum performance of its people and other resources within the organization.

Assists in the establishment and implementation of efficient administrative policies, programs and procedures; develop strategic goals and objectives for area(s) of responsibility in conjunction with strategic direction, mission and goals of business unit or organization.

Demonstrated ability to work effectively with both internal and external groups with a cultural, racial and ethnically diverse background; strong commitment to world-class customer service.

Recognize emerging trends in area(s) of expertise and prepare for changes that may occur as a result of these trends. Ability to multi-task and/or lead projects to ensure they are completed within timeframe and budget.

Manages the preparation and maintenance of reports necessary to carry out the functions of the department. Prepares periodic reports for management, as necessary or requested, to track strategic goal accomplishment.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities.

MINIMUM KNOWLEDGE AND EXPERIENCE

Associate degree plus three (3) years of related work experience. Official transcripts are required. Ability to work extended hours beyond the regular 8:00 a.m. – 5:00 p.m. work day during heavy registration peak times. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for the supervision and daily operations, including staffing and work schedules and assists in preparing departmental objectives, establishing program requirements and departmental requirements. Adheres to strict student and immigration status confidentiality guidelines.

Acts as an additional resource in answering questions and providing information regarding the interpretation of academic advising policies and procedures for the DCCCD and external agencies as they apply to departmental functions.

Builds solid working relationships interacting with various campus/location offices regarding the preparation and generation of various reports, proposals, and recommendations related to retention and long-range planning for the department; review reports and makes recommendations. Assists in preparing and conducting on-going staff and advisor training.

Works with faculty and academic divisions in developing, administering, and coordinating resources as needed. Some positions will provide advanced advisement to non-native speakers of English, foreign-born

students and TSI failed, probation (Level 3)/suspension students. Performs actual registration, drop/add, and withdrawal functions, including the actual data entry into the registration system for each student advised.

Interact with a wide variety of diverse individuals requiring excellent interpersonal skills, listening skills, and communication skills in order to convince, influence, and direct students as it relates to their academic goals. Strong knowledge and experience providing effective customer service.

May supervise two or more full time employees and monitor departmental budget expenditures.

Performs other duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.