



## Job Description

**Job Title: Senior Manager – International Student Services**

**JTC: CQC**

**Salary Range: N06**

**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

Provides guidance and leadership in the delivery of services based on functional area of focus ensuring that organizational/district initiatives are met.

### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Demonstrates knowledge of policies and procedures that affect clients and/or employees, applying them fairly and consistently; ensures compliance with local, state and federal laws and regulations; and applies best practices that are in direct support of the overall vision, mission and goals of the organization and/or district. Is knowledgeable about and can clearly represent own area of responsibility, seeking new knowledge and tools to advance the objectives of the organization.

Cultivates alliances across internal and external boundaries in order to build and maintain strong working relationships. Acts as a trusted advisor, inspires confidence and model's integrity in decisions, communication and treatment of all individuals internal/external to the college community. Protects the privacy and confidentiality of employees, students and others. Creates a work environment that embraces and appreciates diversity. Enables employees and/or students to grow and succeed through positive feedback and instruction.

Maintains consistent and positive customer relations, responding to internal/external customer inquiries in an efficient and timely manner. Demonstrates an understanding of diversity and values differences. Promotes positive staff, customer and community relations by communicating organizational and departmental plans and priorities on a regular basis.

Able to gather, compile, and analyze data/information and prepare reports as requested. Detail oriented with the ability to manage multiple assignments and projects, create detailed actions plans, as well as the ability to adapt to changing priorities, deadlines and directions.

Clarifies and communicates performance expectations, objectives and roles, effectively transmitting ideas, instructions and information through clear, concise written and verbal communication. Makes decisions that are based on thorough analysis of issues and uses sound judgment. Must have strong interpersonal skills and the ability to effectively communicate with a wide range of individuals and constituents in a diverse, multicultural college community. Must be able to provide excellent customer service.

## 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

Bachelor's degree or higher plus two (2) years of work related experience. Official transcripts are required. Special licenses or certifications may be required depending on the nature of the position. Must have valid driver's license if traveling to off-site locations. \*\*\*Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. \*\*\*

## ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for the daily operations of the International/Multicultural Student Center and provides leadership and planning to ensure that goals are met following Federal rules, laws and regulations. Manage daily departmental functions including service changes, staffing, assignments, work schedules and assist in monitoring departmental expenditures.

Provide immigration and academic advising to international students including those who are on different visa status and handles specific immigration issues and concerns. Create, implement and train full and part-time employees and ensures department is adhering to District policies. Responsible for the federal, District and departmental audits of international student files. Point of contact for issues that occur and provides a solution.

Builds solid professional relationships with advisors creating a diverse environment, and assist the students to achieve their educational goals. Collaborate with representatives from other campuses to prepare, develop, analyze and review various reports and make recommendations for the international students, department, and college.

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. Ensure that advisors complete the I-20's report to meet the government deadline.

Prepare numerous reports, translates any updates and meets with advisors to discuss the changes to ensure consistency in the center. Excellent written and verbal communication skills, working with international students to provide accurate information regarding college entrance, requirements and federal regulations which must be followed. Must complete required DCCCD Professional Development training hours per academic year. Must have excellent communication skills and the ability to interact with diverse internal/external stakeholders and constituents within the DCCCD community network.

Supervise five (5) or more full and part-time staff and monitor and control 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.*