

Job Description

Position Title: Program Manager, International Programs

Job Family: Academic Affairs

Job Type: Professional - Senior

FLSA Status: Exempt

Salary Grade: 07

Position Summary:

The International Admissions Program Manager serves as the primary recruiter for international students to Pima Community College. The Program Manager implements international activities and initiatives of the College in foreign countries, meets enrollment targets and Key Performance Indicators, and represents Pima Community College domestically and overseas. The Program Manager will also perform international admission, academic and immigration advising, manage study abroad programs, as well as ensure compliance in support of the Center of International Education

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Under the supervision of the Director of International Programs, improves and updates international student recruitment strategic plan based on current trends and sets recruitment goals; executes the strategic plan in key markets to achieve recruitment goals.
2. Travels internationally to key markets to support and build College recruitment efforts.
3. Supervises the implementation of international programs, including student and faculty exchange programs, study abroad programs, etc.
4. Identifies, develops, and maintains ongoing international relationships with international educational institutions, US Embassies, Consulates, Commercial Services offices, and others.
5. Compiles, prepares, and analyzes data and for student recruitment and retention. Prepares and reviews related reports and correspondence.
6. Serves as SEVIS Designated School Official (DSO) duties on immigration compliance and advising. adhere to all SEVP regulations, SEVIS update protocols, and institutional compliance policies and procedures.
7. Communicates with prospective students regarding the PCC international admission processes
8. Performs international admission, academic, and immigration advising; participates in international student activities
9. May work evenings and weekends on community engagement and international program activities as directed.
10. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of advising and counseling practices
2. Knowledge and application of various instructional methodologies
3. Knowledge of internal and external customer service principles and practices
4. Skill in organization, coordination, and management
5. Skill in effective communication (both written and oral)
6. Skill in positive, productive, and flexible customer service
7. Ability to apply analytical and critical thinking skills with the ability draw conclusions and prepare accurate reports of results

Supervision:

- Provides lead work, advises and/or guides students. May organize, set priorities, schedule and review work, may interview and make recommendations on hiring, and provide input into performance reviews

Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Organizational Culture: Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.
- Student Success: Allows the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in International Studies, Higher Education, Foreign Languages, Business Marketing or a closely related field of study required.
- Master's degree in International Studies, Higher Education, Foreign Languages, Business Marketing or a closely related field of study preferred.
- Three (3) to five (5) years of experience with foreign cultures, immigration policies, and international recruitment required.

- Five (5) to eight (8) years of related experience with admission and immigration policies for international students preferred.
 - Must be U.S. citizen or U.S. permanent resident as required by federal law to serve as a Designated School Official for the F-1 student program
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; may be required to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Pre-employment Background Check Required
- Some evening or weekend work hours