



Allentown, PA

Title: Director, International Student Support
Supervisors (2): Assistant Dean for Academic Life and Assistant Dean of Students/
Director of Residential Services
Classification: Administrative management (exempt)
Schedule: Full-time (nominally 40 hours per week), year-round

Overview

The Director of International Student Support works to: (1) provide support and programming for incoming, and continuing international students that promotes their transition, involvement, integration, academic achievement, and professional development; (2) promote the institution's continuing efforts to build capacity in serving the needs of an internationally diverse population of students; (3) work with the Primary Designated School Official to support all activities with regard to SEVIS and the issuance and maintenance of student I-20 forms, requirements for maintaining their status and related matters. Because of the collaborative nature of this position, feedback will be actively solicited from critical stakeholders through the process of performance assessment.

Duties and Responsibilities

A. Direct Student Contact (Approximately 40%)

- Serve as the primary point of contact for all international students after they commit to Muhlenberg and pay their deposit. The contact will continue through the Optional Practical Training, their transfer to another institution, or another visa status.
- Advise students with course selection and registration during June advising; work with the Registrar to ensure that section balancing accounts for differences in individual language proficiency.
- Proactively advise international students during the academic year in regards to course selection and scheduling.
- Offer a tax prep workshop to international students during tax season.
- Advise students on how to successfully apply for a Social Security Card and coordinate one trip the SSA at the beginning of every academic year.
- Work with student life to ensure all international students have completed the necessary assessments prior to their arrival, including placement exams, Strengths Quest, Campus Clarity, and Lasting Choices.
- Work with stakeholders to ensure appropriate foreign language placement.
- Provide reminders to students regarding important upcoming deadlines.
- Assist students in navigating the institution's policies, processes, and resources.
- Monitor students throughout the semester to ensure a high level of satisfaction, support, and engagement.
- Work with the Dean of Academic Life to identify academic issues early on in the semester and then reach out to students, offering support and encouragement.
- Serve as an advocate for international students.

- Track and monitor student performance, progress, registration, and enrollment; follow up with students, instructors, and faculty advisors to surface and troubleshoot potential obstacles.
- Make referrals and actively introduce/connect students to resources as appropriate.

B. Programming (Approximately 40%)

- Implement pre-orientation for international students.
 - Create a booklet containing the profiles of all incoming international students.
 - Recruit, train and supervise upperclassmen to serve as pre-orientation leaders.
 - Reserve and confirm rooms on campus for all pre-orientation programming.
 - Collect information from various offices as part of a welcome kit that is sent home to each international student along with the I-20 form.
 - Track flight information and coordinate airport pick-up.
 - Assist with compliance with health requirements, banking, and cell phone set-up.
 - Coordinate transportation to local stores for miscellaneous supplies.
 - Coordinate scheduling of pre-orientation meet and greets, workshops and individual appointments with departments such as the academic resource center, information technology, library, controller, registrar, counseling, dining, residential services, health, and campus safety.
 - Coordinate activities that promote cultural awareness, adjustment, and community building.
 - Coordinate with other pre-orientation groups to find opportunities for collaboration and joint activities.
- Implement transition programming, including but not limited to mentoring and academic-year workshops.
- Track students' plans for holidays and breaks.
 - Coordinate with housing and dining services for students remaining on campus.
 - Plan and implement social activities including but not limited to trips, alternative spring break, and adopt-a-student programs.
 - Coordinate with shuttle services to ensure students have access to local area stores, including grocery.
 - Ensure options for meals while on break are communicated to students.
- Plan casual dinners and regular outings throughout the academic year, including an end of fall dinner and spring farewell to graduating seniors.
- Plan and coordinate with the Office of Multicultural Life, cross-cultural, campus-wide events such as the Lunar New Year celebration, Nowruz, Eid al-Adha and others.
- Partner with other constituent groups on and off campus, including the Board of Associates and Parent's Council, to create a sustainable network of support for international students.
- Promote, support, and serve as an advisor to international student groups/clubs.
- Work with the career center to implement workshops or other activities related to the professional development of international students.

C. Institutional Capacity Building (Approximately 10%)

- Maintain productive, positive working relationships with the Dean of Students, Residential Services, Dining Services, Dean of Academic Life, Associate Dean for Academic Life, Director of the Writing Program, Vice President for Enrollment Management, international admissions recruiters, PDSO, Registrar, and other stakeholders in order to assist students.

- Manage international student caseload and ensure the appropriate flow of information amongst relevant stakeholders.
- Serve on the international student committee; advocate for the needs of the international students, provide updates regarding programming and performance of international student caseload; and share results of formative and evaluative assessment.
- Work with the Faculty Center for Teaching, academic departments, and individual faculty to create opportunities to build global competency and share effective pedagogical strategies.
- Serve as a resource to administrators and faculty in support of international students.
- Work with Academic Resource Center, Writing Center, Language Commons and other service providers to ensure a high level of support for international students as well as opportunities for their professional development.
- Collaborate with the Writing Center to provide support to the faculty teaching international students.

D. Other (Approximately 10%)

- Work with the PDSO and serve as a Designated School Official (DSO); provide counsel to students, faculty, and staff regarding the regulations that govern student immigration status; track and monitor international student registration, performance, and progress to proactively identify red flags that could negatively impact a student's visa status.
- Co-facilitate with the PDSO, informational workshops regarding visa status maintenance, CPT and OPT.
- Manage the international student budget.
- Create and update the content for the International Student Support website.
- Fulfills other duties as assigned.

Qualifications

Required: Bachelor's degree; excellent interpersonal and leadership skills, written communication, public speaking, organizational ability, and collaborative style; experience abroad, second-language ability, or prior work with populations for whom English is a second language; while work is normally during the day, incumbent must be willing and able to work evenings and weekends as required.

Preferred: Master's degree; understanding of Muhlenberg College; prior experience working in higher education; SEVIS certification as a DSO.

Muhlenberg College is an Equal Opportunity Employer. All employees are expected to support Muhlenberg's commitment to function as a diverse, caring, and inclusive community.

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