San José State University Research Foundation

Position: Admissions Support Coordinator

DEPARTMENT: International Gateways

IMMEDIATE SUPERVISOR: Admissions Manager

POSTING DATE: November 8, 2021

CLOSING DATE: Until Filled

SALARY: $20.00 - $35.00 per hour

EXEMPT STATUS: Full time, Hourly, Benefited

GENERAL NATURE OF POSITION

International Gateways (IG), an academic unit within the College of Professional and Global Education, 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 admissions manager, the incumbent provides critical program duties to facilitate admissions, insurance registration, immigration advising, and other admissions-related tasks for IG programs and the Conditional Admission/Eligibility unit. This mid-level position offers an opportunity to master a variety of admissions duties and other skills that are critical to serving students at IG.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Process IG applications in the International Gateways and SJSU Admissions portals, platforms, and student databases (IGDB, CalStateApply, WebAdmit, OnBase, PeopleSoft)
- Participate in new student and custom group check-in processes and orientation.
- Serve as the main contact in the Conditional Admission/Eligibility Unit; advise and assist current and prospective IG students and agents on the application process and document requirements; process academic documents; collaborate with SJSU Admissions on ICA verification process and delivering of ICA documents to SJSU Admissions.
- Serve as a designated school official (DSO) to create I-20s, update student records in SEVIS, perform SEVIS registration, extend I-20s, assist F-1 students with maintaining legal F-1 status, and perform other SEVIS-related duties as directed by the admissions manager.
- Advise current IG students on vacation eligibility, transferring to other schools, and eligibility to enroll into programs. Performs other types of advising as needed.
- Follow SJSU Research Foundation, SJSU, CPGE, and IG policies to maintain confidentiality of students.
• Maintain timely and accurate communication with prospective applicants, agents, IG and SJSU staff, and other involved stakeholders via email, phone, Zoom, and in-person channels of communication.
• Participate in IG Admissions and cross-departmental projects and meetings as needed.
• Serve as a primary IG contact for student health insurance broker.
• Monitor and make necessary insurance-related updates on the IG website.
• Assist IG students with purchasing health insurance and finding care.
• Troubleshoot insurance-related issues.
• Perform other duties and responsibilities, as assigned

INTERPERSONAL CONTACTS
• Reports directly to and receives general supervision from the IG admissions manager.
• Frequently interacts with other International Gateways, CPGE and SJSU staff, prospective and current students, university partners, recruitment agents, and insurance broker staffs.

SUPERVISORY RESPONSIBILITIES
None

QUALIFICATIONS
Education and Experience
• Bachelor’s degree is required.
• Prior experience as a DSO is preferred.
• Previous experience working with international students is preferred.
• 1-2 years of experience with databases, CRMs, and application portals is preferred.
• 1-2 years of experience in university admissions is preferred.
• 1-2 years of experience in student advising is preferred.

Knowledge, Skills, Abilities Required
• Demonstrated attention to detail in data entry and data processing.
• Excellent customer service and interpersonal, verbal, and written communication skills.
• Ability to work well in a fast-paced multicultural environment.
• Excellent organizational and administrative skills.
• Knowledge of MS Office Suite and Google applications.
• Ability to work well in a team and perform well on independent tasks.
• Ability to learn and utilize new technology quickly and efficiently, and apply technology to troubleshoot application and admission issues.
• Ability to multitask and prioritize tasks.
• Ability and willingness to take on new duties and master new tasks.
• Knowledge of language other than English is a plus.

Physical Requirements
• Must be technologically adept and able to operate a PC and other office equipment.
• Must be able to sit for long periods of time.
**Complexity of Duties**
- Works on a variety of projects at any given time.
- Works with minimal direction on assigned projects.
- Ability to work well both independently and in cooperation with others.
- Work has high impact on department’s ability to provide effective customer service and ability to meet deadlines.

**NOTE:** 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.

**BENEFITS**
The San José State University Research Foundation (SJSURF) provides excellent benefits package to benefited employees. **The comprehensive benefit package includes:**

a) Ten company subsidized CalPERS health insurance plans to choose from (employee contributions differ according to plan and level of coverage).
b) Employer paid dental and vision for both employee and eligible dependents.
c) Life, AD&D, LTD with supplemental coverage opportunities.
d) 13 paid federal & state holidays.
e) Retirement Plan: 403 (b) employee contribution plan component and a 403 (b) employer contribution component, which vests immediately.
f) Vacation hour accruals and separate sick hour accumulations.
g) Employee discounts.

Please visit the Benefits & Compensation page on the SJSU Research Foundation website for more detailed information.

**COVID-19 VACCINATION POLICY**
As required by the CSU Vaccination Policy, all new hires must be fully vaccinated against COVID-19 starting on September 30, 2021. Fully vaccinated means it has been 14 days after the second dose of the Pfizer or Moderna vaccine has been given, or it has been 14 days after the one dose of the J&J vaccine has been given. Proof of being fully vaccinated does not need to be disclosed until a job offer has been made, and proof must be submitted after the acceptance of the job offer. New hires may request a reasonable accommodation of the COVID-19 vaccination requirement based on medical or religious reasons. New hires must submit their request for an accommodation form after they accept the job offer, and before their scheduled start date. The reasonable accommodation provided to the employee, if any, will depend on the employee’s job and the applicable facts, but it may include weekly COVID-19 testing. New hires who do not submit, before their scheduled start date, proof of being fully vaccinated or a request for reasonable accommodation will have their job offer revoked.

**APPLICATION PROCEDURE**
To apply for this position, an applicant must submit a formal application for employment, as well as a resume and a cover letter. The applicant may do this via e-mail. The formal employment application is located on the SJSURF website on the Forms page. Please submit your formal application, your resume, and your letter of interest via email at Foundation-jobs@sjsu.edu. Please write IG Adm Coord in the subject line of the email.
A background check (including a criminal records check) must be completed satisfactorily 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.

PLEASE NOTE: This position is considered a “sensitive” position by SJSURF and CSU policy. Consequently, the successful candidate must undergo and successfully complete the Live Scan (fingerprinting) background check as a condition of their employment. This background check must be completed before the actual start of employment.

REASONABLE ACCOMMODATION
The San José State University Research Foundation (SJSURF) 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.

ABOUT THE SJSU RESEARCH FOUNDATION
SJSURF employment is separate and distinct from San José State University or state of California employment. SJSURF employees are not employees of SJSU or of the state of California.

SJSURF is a non-profit auxiliary of San José State University. SJSURF is totally self-supported. The majority of the organization’s funding comes from the federal government, and 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.

SJSURF 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.