SAN JOSE STATE UNIVERSITY RESEARCH FOUNDATION

Position: ADMISSIONS SUPPORT COORDINATOR

DEPARTMENT: International Gateways
IMMEDIATE SUPERVISOR: Admission Manager

POSTING DATE: June 12, 2019
CLOSING DATE: Open Until Filled

SALARY: $19.23 - $21.15 per hour
EXEMPT STATUS: Non-Exempt, Full-time, Benefited

GENERAL NATURE OF POSITION:

International Gateways, 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 support to facilitate admissions, immigration, and course enrollment processes. The position performs a variety of data entry and other clerical duties to facilitate the admissions and enrollment processes of students. This entry-level position offers an opportunity to learn all aspects of the intensive English program admissions process.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Admissions Support
  a. Perform accurate data entry into the International Gateways student database and CRM.
  b. Assist with new student and custom group check-in processes.
  c. Communicate with prospective International Conditional Admission (ICA) and International Gateways students as directed by the Admissions Manager.
  d. Deliver official transcripts and documents of ICA students to SJSU Admissions.
  e. Follow SJSU Research Foundation, CPGE, and IG policies to maintain confidentiality of students.
  f. Serve as a Designated School Official (DSO) to create I-20s and update student records in SEVIS.
  g. Implement US and SJSU immigration policies as directed by the Admissions Manager.
  h. Other duties and responsibilities, as assigned.
INTERPERSONAL CONTACTS:
- Reports directly to and receives supervision from the Admissions Manager of International Gateways.
- Works closely with other International Gateways and CIES personnel and staff.
- Works closely with students, university partners, and recruitment agents.

QUALIFICATIONS:
1) Education and Experience
- Bachelor’s degree in International Studies, International Business, or related field is required.
- 1-2 years of experience working with international students is preferred.
- Prior experience as a DSO, a plus.

2) Knowledge, Skills and Abilities required
- Excellent customer service and interpersonal, verbal, and written communication skills.
- Knowledge of language other than English, a plus.
- Ability to work well in a fast-paced multicultural environment.
- Demonstrated attention to detail in data entry.
- Ability to handle multiple deadlines and tasks with diplomacy under pressure.
- Strong attention to detail and good organizational and administrative skills.
- Knowledge of word processing applications, spreadsheet, database and graphics software such as MS Word, Excel.
- Knowledge of spelling and grammatical usage, document preparation techniques, clerical methods and procedures.

3) Physical Requirement
- Must be able to operate a PC and office equipment including a mouse and keyboard.
- Must be able to use a telephone and/or headset.
- Must be able to navigate uneven surfaces and carry materials.
- Must be a US citizen or legal resident in order to be eligible for DSO status.

4) Complexity of Duties
- Works on a variety of projects at any given time.
- Works with minimal direction on assigned projects.
- Ability to work both independently or in cooperation with others.
- Work has high impact on department’s ability to provide effective customer service and ability to meet deadlines.

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.

PLEASE NOTE:  This position is considered a “sensitive” assignment by Research Foundation and CSU policy. Consequently, an offer of employment for this position is strictly contingent upon the successful applicant undergoing and successfully completing the Live Scan (fingerprinting) process.
SUPERVISORY RESPONSIBILITIES: None

5) Benefits
The comprehensive benefit package includes:
   a) Nine health insurance plans to choose from
   b) Free dental and vision for employee and eligible dependents
   c) Paid Federal & State Holidays
   d) Retirement Plan: 403 (b) employee contribution plan component and a 403 (b) employer
      Contribution component.
   e) Vacation and separate sick plans
   f) Employee Discounts
   g) Paid Training and Conferences

APPLICATION PROCEDURE
To apply for this position, an applicant is required to submit a formal application for employment, as well as a resume and a letter of interest. The applicant may do this via e-mail or by regular mail. The formal employment application is located at http://www.sjsu.edu/researchfoundation/open/Employment%20Application%20Form_new.pdf

The employment application may also be obtained from the Research Foundation through its web site at http://www.sjsu.edu/researchfoundation/open/index.html.

An applicant may also apply in person by visiting the Research Foundation, located at 210 North 4th Street, 3rd Floor, San Jose, CA (corner of St. James and North 4th Streets). In-person applicants will be provided a formal employment application to fill out. Please address your formal application, your resume and your letter of interest directly to:

   San Jose State University Research Foundation
   Attn: HR/Job Code IGASC
   210 North 4th Street
   San Jose, CA 95112
   E-mail: foundation-jobs@sjsu.edu

Reasonable Accommodation:
The San Jose State Research Foundation 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. You may also call (408) 924-1400 from 8:00am to 5:00pm (PST), Monday through Friday, excluding holidays, to get assistance.

The Research Foundation provides excellent benefits package to benefited employees. Please visit http://www.sjsu.edu/researchfoundation/humanresources/benefits/index.html to get more details.
Research Foundation employment is separate and distinct from San Jose State University or State of California employment. Research Foundation employees are not employees of either SJSU or of the state of California.

The San Jose State University Research Foundation (SJSURF) is a 501 (c) (3), non-profit auxiliary of San Jose State University. SJSURF is totally self-supported. The majority of the organization’s funding comes from the federal government and from 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.

SAN JOSE STATE UNIVERSITY RESEARCH FOUNDATION 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.

A background check (including a criminal records check) must satisfactorily be completed 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.