POSITION ANNOUNCEMENT

PROGRAM COORDINATOR
(International Student Programs)

OPENS: September 08, 2011       CLOSES: October 03, 2011

MONTHLY SALARY: $2482.00 (starting)
Periodic increases to $2598 - $2724 - $2855 - $2994 - $3135 - $3213


SCHEDULE: Full time, 40 hours per week

DESCRIPTION:

International Student Programs identifies recruits and welcomes students from diverse regions of the world to Highline. The fast-paced office supports international students’ educational and personal enrichment goals, connects them with the campus, and provides them with opportunities to share their global perspectives with the broader Highline community. Over 400 international students study each quarter at Highline and use the services provided by ISP.

The International Program Coordinator reports directly to the Director of International Programs & Grants and works in collaboration with the Director of International Student Programs. This full-time position works as part of the International Student Programs team to schedule and monitor Program activities to determine consistency with Program goals. The Program Coordinator oversees Front Desk functions; creates and maintains ISP databases; produces and analyzes data for reports; and coordinates payment of scholarships, international student health insurance, recruitment agency contracts and commission payments. The position requires professionalism, organization and the ability to multi-task. The International Program Coordinator must be comfortable and effective working in a multi-cultural, multi-ethnic, multi-lingual environment, have superb cross-cultural communication skills and be committed to delivering exceptional customer service.

SKILLS, ABILITIES, AND CHARACTERISTICS

- Coordinates and processes international student medical insurance by the 10th day of the quarter with additional follow-up;
- Coordinates, tracks, and processes agency commissions before the 30th day from the start of the quarter with additional follow-up as needed;
- Manages new agency contract process and renewal process of existing agents;
- Manages payment process for special admissions students – specifically with Kaplan International;
- Supervises Front Desk Office Assistant 3 (OA3) position and assists with prioritization of front desk duties on a weekly basis in collaboration with OA3 to support meeting registration, SEVIS, agency, and insurance deadlines;
- Acts as liaison between International Student Programs and Cashiers, Business Office, Kaplan Center and Highline Foundation to ensure smooth implementation of payment and other policies;
• Designs, composes, distributes quarterly recruitment agency newsletter;
• Manages scholarship award process;
• Runs DataEx reports from SMS in support of student data collection, insurance payments, agency commissions, Open Doors survey and requests for information from the Director of International Programs & Grants;
• Sets up and revises as needed the following office systems and procedures:
  o Access database to track application status of each potential student
  o Student files
  o Database of student contact information
  o Agency database
  o Scholarship list
• Provides back up for monitoring of ISP’s general email account and response to potential student requests for information;
• Provides the Director of International Programs & Grants with monthly updates on ISP programming, student data, evaluation of current programming effectiveness, and suggestions for adjustments and new approaches;
• Analyzes student data to assess marketing success, emerging trends, and to assist with medium and long-range planning; AND
• Assists the Director of International Student Programs with planning, implementing and evaluating ISP procedures and programming at weekly staff meetings.

MINIMUM QUALIFICATIONS AND COMPETENCIES:
• Associate Degree and at least two years of experience working directly with international students;
• Excellent command of Microsoft Office including Word, Excel, Publisher, Access, PowerPoint and Outlook
  o Excellent cross-cultural communication skills
  o Excellent interpersonal, organization, and problem-solving skills
  o Experience entering and retrieving data in SMS preferred
  o History of ability to work as member of a team, multitask, adhere to strict deadlines, and perform tasks with accuracy and attention to detail
  o Strong written and oral communication skills
  o Strong clerical skills and ability to handle confidential information appropriately
  o Ability to conduct research in support of international marketing and recruitment
  o Ability to produce and analyze data from Access database and put into narrative report format
  o Familiarity with SEVIS requirements and processes

DESIRED QUALIFICATIONS:
• Ability to communicate in a language in addition to English. Chinese or Burmese preferred.
• Supervisory experience.

CONDITION OF EMPLOYMENT:
• Must submit to and successfully pass a National Criminal History Background Check.
APPLICATION PROCEDURES

Application materials may be downloaded from our website at www.highline.edu/admin/hr/job. If you have any difficulty downloading the application materials please call our HR main line at 206-878-3710 ext. 3601

Please note:

To be considered for this position, you must submit all four of the items listed below.

1. A Highline Community College application form (make copy and keep for your records);
2. Current Resume;
3. A letter of application that addresses your qualifications as they relate to the skills, abilities and qualifications set forth in this announcement;
4. A one page response to the following: How does your previous education or professional experience contribute to your effectiveness in promoting a climate of multicultural understanding and appreciation at Highline Community College?

All materials must be received in Human Resources no later than 5:00 p.m. on October 03, 2011.

Completed materials may be e-mailed to jobs@highline.edu, faxed to (206) 870-3773, or returned by mail or in person to the address below.

By mail:
Highline Community College
Human Resources, MS 99-200
P.O. Box 98000
Des Moines, WA 98198-9800

In person:
Highline Community College
Human Resources, Building 99
23835 Pacific Highway S.
Kent, WA 98198

To learn more about Highline Community College, its mission, culture and classes, visit www.highline.edu.

NOTE: This is an agency shop bargaining unit position. As a condition of employment you must within thirty days after appointment, (1) Become a member of Washington Public Employee's Association, OR (2) pay a representation fee, OR (3) pay a non-association fee. Nonpayment of such a fee is grounds for dismissal. Any dispute between the employee and the WPEA as to the amount of the representation fee can be resolved only under procedures provided by the WPEA, and not the employer.

HIGHLINE COMMUNITY COLLEGE IS AN EQUAL OPPORTUNITY EMPLOYER AND EDUCATOR AND OPERATES UNDER AN AFFIRMATIVE ACTION PLAN. THE COLLEGE STRONGLY ENCOURAGES QUALIFIED MEN AND WOMEN OF ALL RACES, RELIGIONS, AND ANCESTRY; DISABLED AND VIETNAM ERA VETERANS; AND PERSONS OF DISABILITY TO APPLY. APPLICANTS WITH DISABILITIES WHO REQUIRE ASSISTANCE WITH THE RECRUITMENT PROCESS WILL BE ACCOMMODATED TO THE EXTENT REASONABLY POSSIBLE. TO REQUEST ACCOMMODATIONS CALL (206) 878-3710 EXTENSION 3220 OR TTD FOR THE DEAF AND HARD OF HEARING AT (206) 870-4853. If hired, you will be required to provide proof that you are either 1) a U.S. citizen, or 2) an immigrant whose status permits you to lawfully work in this country. All materials submitted become the property of Highline Community College and cannot be returned. Personal copies need to be made prior to submitting application materials to the Human Resources Department. Copying services are not provided by the Human Resource Office. Any corrections, modifications, or changes relating to this position announcement will be posted in the Human Resources Office, Building 9, Highline Community College.