



<b>Position Title:</b>	Student Services Assistant II	
<b>Reports To:</b>	Director, International Student Services	
<b>Department:</b>	New Student Center	<b>Job Code:</b> 4602
<b>Prepared By/Date:</b>	Jennifer C. Brito/4-29-2009	<b>Job Group:</b> SNE
<b>Approved By/Date:</b>	Philip Parkerson/4-29-2009	<b>Salary Grade:</b> 10
<b>Revised:</b>		<b>FLSA Status:</b> Non-Exempt

**Summary:**

The Student Services Assistant II assists the Director of International Student Services. This administrative work involves advanced support in processing international student admission, advisement, and registration, and in reporting the status of F-1 students to the Department of Homeland Security.

**Essential Duties and Responsibilities:**

- Assists international students in complex interpretation and explanation of college policy and procedures, as well as those of the Department of Homeland Security with regards to F-1 student status
- Reviews international students' admission documents using independent judgment to determine authenticity of documents provided
- Provides information with regards to F-1's admission, transfer, employment and reinstatement
- Interacts with other College departments and outside agencies in regards to assigned functions
- Performs other duties as assigned

**Knowledge, Skills and Abilities:**

- Knowledge of College organization: admission, registration, academic regulations, programs of study and departmental regulations.
- Knowledge of College activities and special programs, college regulations, testing, counseling, and advisement services.
- Knowledge of College policy, procedure, state rules and statutes.
- Excellent communication and customer service skills.
- Excellent computer keyboarding skills.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to maintain effective interpersonal relations with students, faculty and administration
- Ability to follow oral and written instructions.
- Ability to work in a multi-ethnic and multi-cultural environment with students, faculty, and staff.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the noise level in the work environment is usually moderate.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and reach with hands and arms. The employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls and talk or hear. The employee is occasionally required to stand and walk.

The employee must occasionally lift and/or move up to 10 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**Essential Personnel:**

Non-essential

**Minimum Requirements:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Associates of Arts degree in related field from two-year College or technical school and four (4) years of experience in responsible related clerical work preferably in a large office environment; or equivalent combination of experience and education.

**ACKNOWLEDGEMENT**

I have read and acknowledge receipt of a copy of my job description.

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Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name