

**Program Manager, International Student Services  
(COF)  
Bakersfield College  
Kern Community College District  
JOB DESCRIPTION**

## **Definition**

Under direction of an assigned supervisor, the Program Manager, International Student Services is responsible for managing assigned program activities and student Visa requirements associated with maintaining quality academic and student services programs with a focus on International Students studying on a U.S. Visa.

## **Examples of Duties**

1. Manage the implementation of multiple project activities to meet or exceed assigned program(s) expectations, including evaluation of current processes to enhance prospective and current international student experiences.
2. Manage and monitor budgets to ensure compliance with regulations and/or directives from program agencies and cooperative educational partners.
3. Assist in preparation and administration of budget, control and authorize expenditures, approve invoices for payment, and respond to budget inquiries from college staff.
4. Supervise and coordinate department planning and operations; personnel supervision, including development and evaluation of all support staff.
5. Coordinate and support the development of information and outreach, recruitment, admission, and onboarding activities and processes to familiarize prospective international students with the services and programs of the college, including transferring to other institutions.
6. Develop and implement methods to identify and serve international students, assessing their needs and providing support to address those needs, in collaboration with other college departments and staff.
7. Participate in meetings and conferences related to programs within the assigned area; disseminate information, coordinate projects, and implement procedural changes; follow up on action items; develop program review and operational reports as needed.

### Example of Duties (continued)

8. Market the College and assigned program(s) within the College and global recruitment partners, including the community and the general public.
9. Serve as an emergency contact and coordinator for international student related health and safety needs of students in conjunction and consultation with appropriate college departments.
10. Prepare, compile, and analyze data using basic statistical methods, and write various reports related to international student enrollment, academic progress, etc. including program review narratives and reports.
11. Perform other job-related duties as assigned.

### **Minimum Qualifications**

- Bachelor's degree and two years of experience related to international student services or equivalent.
- Demonstrated familiarity with International Student processes, Department of Homeland Security, and Student Visa requirements.
- Demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, ethnic, and disability backgrounds of community college students and employees.

### **Knowledge and Abilities**

#### Knowledge of:

- Student services programs.
- Modern office procedures, methods and computer equipment, including software programs and solutions.
- Principles and procedures of financial record-keeping and reporting.
- Applicable federal, state and local laws, codes and regulations related to the assigned special programs processes particularly student-visas and Department of Homeland Security regulations.
- Principles of public speaking.
- Record-keeping and report preparation methods.
- Principles of providing work direction and guidance to others.
- Correct English usage, spelling, grammar, and punctuation.

## Knowledge and Abilities (continued)

### Ability to:

- Evaluate and implement project goals.
- Communicate information to individuals and groups.
- Interpret and apply the policies and procedures of the college and the project or program initiatives.
- Interact with and motivate others.
- Maintain records and prepare reports.
- Prepare and monitor budgets.
- Supervise and provide work direction and guidance to assigned staff.
- Understand and follow oral and written instructions.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Collaborate with college personnel and key project staff to track program effectiveness based on evidenced based milestones for student success.
- Develop and facilitate orientations, seminars, and workshops designed to familiarize students, faculty, and staff with assigned special programs opportunities.
- Demonstrate sensitivity to, and understanding of the diverse academic, socioeconomic, cultural, and ethnic background of community college students and personnel, including those with physical or learning disabilities.

## **Working Conditions**

Environment: Office

Physical Demands: Incorporated within one (1) or more of the previously mentioned essential functions of this job description are essential physical requirements. The ratings in the chart below indicate the percentage of time spent on each of the essential physical requirements.

Seldom—Less than 25 percent = 1

Occasional—25-50 percent = 2

Often—51-75 percent = 3

Very Frequent—76 percent and above = 4

Working Conditions (continued)

<b>Ratings</b>	<b>Essential Physical Requirements</b>
4	Ability to work at a desk, conference table or in meetings of various configurations.
2	Ability to stand for extended periods of time.
4	Ability to sit for extended periods of time.
4	Ability to see for purposes of reading printed matter.
4	Ability to hear and understand speech at normal levels.
4	Ability to communicate so others will be able to clearly understand a normal conversation.
4	Ability to lift 10 pounds.
4	Ability to carry 10 pounds.
4	Ability to operate office equipment.

**Status/Rationale**

This is a classified management position.

**Signatures/Approval**

\_\_\_\_\_  
(Employee's Signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Supervisor's Signature)

\_\_\_\_\_  
(Date)

02/2025