

DEAN, INTERNATIONAL PROGRAMS AND SERVICES

DEFINITION:

DISTINGUISHING CHARACTERISTICS:

Under the direction of the Vice President of Academic Affairs and Vice President of Student Services, the Dean of International Programs and Services provides leadership and administration for all components of this comprehensive program. The core programs include the International Student Program (ISP), Study Abroad, Faculty and Student Exchange, and the English Language Institute (ELI). Lead, manage, supervise and coordinate the programs and activities within this division including the recruitment and support of international students involved in the College's credit and not for-credit offerings; oversight of the staff and operations of the Office of International Programs and Services; Oversight of the ELI, oversight of the Study Abroad and Faculty Exchange Programs; and oversight of all legal and reporting requirements related to the enrollment and attendance of international students. The dean will also have the opportunity to work with other academic deans and faculty to internationalize the college curriculum.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

Assist the College Council and the International Education Committee with strategic planning, budgeting, and institutional coordination of related programs and services.

Exercise direct supervision over professional, technical and clerical staff of the International Programs and Services Division. Coordinate assigned activities with other College departments, divisions, and outside agencies. Provide highly responsible and complex administrative support to the Vice Presidents of Student Services and Academic Affairs.

Oversee and participate in the efforts to attract and enroll international students into the College's credit and non-credit programs.

Develop and support programs and services that will attract and serve international students including the ELI. Assist in writing grants to support international programs and services.

Direct international education programs including grants development, study abroad, and educational and cultural faculty/student exchange programs.

Provide educational and academic leadership related to the international programs for faculty and staff in pursuit of excellence in teaching and learning and encourage innovation for continuous improvement within a Learning College philosophy and environment.

Use computer-based enrollment management data and tools for decision making. Experience working within an Enterprise Resource Planning system is desired, preferably with a higher education system such as Datatel Colleague, or a similar system.

Meet with students, as necessary, for crisis intervention or to discuss appeals and academic concerns.

Conduct regular evaluation of non-faculty Division staff. Provide or coordinate staff training. Work with employees to correct deficiencies; participate in discipline and termination procedures;

Oversee and facilitate the Program and Services Review process within the Division. Program and Services Review drives institutional planning, integrates with the College Strategic Plan, the Educational Master Plan, the District Facilities Plan, the Technology Plan, and the annual budget planning process. For instructional programs, Program and Services Reviews also integrate student learning outcomes assessment at the course and program levels.

Participate in the development and administration of Division budgets. Direct the forecasting of staffing, equipment, materials, and supplies needs, particularly within the context of college's Program and Services Review process. Direct and monitor approved expenditures and make adjustments as necessary. Coordinate the selection, use and maintenance of equipment and facilities assigned to the division.

Develop and implement student learning impacts and when appropriate student learning outcomes and assessment activities at the program and course levels. Experience with accreditation standards of the Accreditation Commission for Junior and Community Colleges and the Western Association of Schools and Colleges, or similar accreditation group is desired.

Represent the College and participate in regional, state, and national organizations and conferences as appropriate.

Create and nurture collaborative relationship with faculty, administrators and staff in other Divisions and Departments across the college and act as partner in creating cohesive teams; act ethically in all matters; networks with others; and bridge artificial boundaries between silos in the college organization

Serve as a member of various College committees and task forces; maintain liaison with other college, District, public and private agencies to assure coordination of activities.

Respond to and resolve difficult and sensitive inquires and complaints by students, staff, faculty or the general public. Serve as resource for faculty and staff regarding student behavior and concerns.

Explore external funding sources for Division programs and participate as appropriate in grant writing, contract education, community education, and other resource development efforts.

Assure compliance with local, state, and federal regulations, laws and policies. Knowledge and experience with the California Education Code and related Title 5 Regulations is desirable.

Coordinate the division's efforts to recruit and retain students. Coordinate the development, review and revision of divisional publications, publicity, and other community relations activities.

Conduct, prepare, and present a variety of organizational studies, surveys, analyses, staff reports and other necessary correspondence and reports.

Set annual professional goals and engage in continual professional development activities.

Perform other related duties and responsibilities as required.

MINIMUM QUALIFICATIONS:

Knowledge of:

Operational characteristics, services and activities for instructional and student services programs; organizational and management practices as applies to the analysis and evaluation of programs, policies, and operational needs; student learning outcomes and assessment activities at the program and course levels; accreditation standards of the Accreditation Commission for Junior and Community Colleges and the Western Association of Schools and Colleges, or similar accreditation group; course management systems such as Blackboard; current complex principles and practices of instructional program development and administration; principles and practices of budget preparation and administration; principles of supervision, training and performance evaluation; pertinent federal, state, and local laws, codes and regulations including the Education Code; comprehensive knowledge of the assigned discipline; principles and practices of curriculum development and instructional teaching strategies; management principles and practices including understanding of human resources; current trends, research and developments in the assigned areas.

Ability to:

Provide professional leadership and direction for International Programs and Services; view the goals and needs of the program within the context of the goals and needs of the college as a whole; ; learn, interpret and apply District policies and procedures; manage, direct and coordinate the work of assigned staff; select, supervise, train, and evaluate staff; recommend and implement goals, objectives, and practices for providing effective and efficient services; prepare clear and concise administrative and financial reports; analyze problems, identify

alternative solutions, project consequences of proposed actions and implement recommendations in support of goals; research, analyze and evaluate new service delivery methods, procedures and techniques; interpret and apply federal, state, and local policies, procedures, laws and regulations; sensitivity to, and understanding of, the diverse academic, socioeconomic, cultural, and ethnic background of community college personnel and students; communicate clearly and concisely, both orally and in writing; establish, maintain, and foster positive and harmonious working relationships with others.

Other Requirements:

International travel is required.

ILLUSTRATIVE EDUCATION AND EXPERIENCE: A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

- Possession of a master's degree; and one year of formal training, internship, or leadership experience reasonably related to the administrator's administrative assignment.
- Demonstrated knowledge of and experience in international programs and services.
- International travel experience.
- Demonstrated effectiveness relating to students from diverse ethnic, cultural, and linguistic backgrounds.
- Evidence of effective management and communication skills.
- Ability to travel abroad extensively

Desirable qualifications:

- Demonstrated success in the recruitment and provision of services to international students in college programs.
- Experience with study abroad programs.
- Familiarity with faculty and student exchange programs.
- Three years of experience with administration and development of international programs and services at the college level.
- Knowledge of immigration services, regulations, and reporting requirements governing international students at the college level.
- Demonstrated success in grant writing.
- College level teaching, counseling, or student services experience.
- Proficiency in foreign language(s).

PHYSICAL CHARACTERISTICS: The physical abilities involved in the performance of essential duties are:

This work is performed indoors. Extensive international air travel will require the ability to be seated for prolonged periods.

Final: September 2013