

**RIVERSIDE COMMUNITY COLLEGE DISTRICT  
CLASSIFIED POSITION DESCRIPTION**

**JOB TITLE:** Assistant to the Coordinator, International Education Program

**BASIC FUNCTION:** Under general supervision of the area Dean, performs comprehensive duties related to the recruitment of students and the processing of such for their successful participation in all District study abroad venues.

**PROVIDES WORK OR LEAD DIRECTION TO:** Not applicable – no permanent full-time staff to supervise.

**REPRESENTATIVE DUTIES:**

1. Provides both in-person and over-the-telephone guidance to students and members of public relating to study abroad program details (flight information, living arrangements, field study, location details, passport and visa requirements), and issues of personal adjustment relating to differing cultures.
2. Screens visitors, telephone calls, and mail, giving information where judgment, knowledge, and interpretation of policies, procedures and regulations are necessary.
3. Maintains mail-merge database and creates flyers, brochures, and other informational materials for marketing purposes.
4. Composes correspondence on a variety of matters relating to detailed inquiries and concerns on individual venues.
5. Proofreads contracts and documents for completeness and accuracy.
6. Prepares, produces and distributes orientation materials related to all programs.
7. Maintains files and records related to the operations of the office.
8. Logs incoming work, organizes related mailings, answers phone, checks and answers all e-mail daily.
9. Coordinates workload, identifies priorities, and schedules work to ensure deadlines are met.
10. Plans and maintains presentations in display cases on campus.
11. Drives District vehicles to Los Angeles International Airport, aids staff and student departures.
12. Operates overhead and slide projectors, and organizes and customizes slides for group presentations.
13. Maintains federal and state safety and security reports on all study abroad locations and potential future venues.
14. Evaluates applicants' eligibility and researches application information.
15. Registers all students in study abroad classes, and processes subsequent adds and drops through the registrar's office.
16. Manages the daily operation of the Study Abroad office.
17. Assists with scheduling interviews; gathers and organizes paperwork needed to choose program faculty.
18. Collects and processes all money involved in the student cost for the programs as well as enrollment fees necessary to process the students through the registrar.
19. Meets and advises potential study abroad participants and parents on issues related to foreign study sites.
20. Works closely with the financial aid office, provides appropriate paperwork and assists students with filing applications.
21. Assists professors with planning and scheduling of foreign site study abroad activities.
22. Aids students and faculty with travel and departure issues (ticket changes, strikes, canceled flights).
23. Assists with recruitment activities to identify eligible study abroad applicants.
24. Follows up with students to request missing information, documentation and/or forms.
25. Assists with scheduling interviews for new student applicants and their parents.

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26. Inputs participant general information into study abroad program data base.
27. Participates in District-provided in-service training programs.
28. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
29. Performs other duties, related to the position, as assigned (week-ends and evenings as necessary).

**EDUCATION:** The possession of an associate's degree from an accredited institution is highly desirable.

**EXPERIENCE:** Experience with International Education Service Organizations is strongly recommended. Experience as a study abroad student is desirable. Experience with international education service organizations is strongly recommended.

**LICENSES/CERTIFICATIONS:** None.

**KNOWLEDGE OF:** Education Code requirements for study abroad venues; International Education/Study Abroad programs and policies; computers and software applications; modern office practices, procedures, and modern office equipment.

**ABILITY TO:** Understand student needs and make appropriate informed judgments and referrals; understand oral and written instructions; provide advisement concerning all areas of study abroad program specifics, including contracts, orientations, home-stays, excursions, transportation, passport and visas, and flight schedules; assist students and faculty participants; effectively communicate with a diverse socio-cultural college community, students, and families in a friendly and helpful manner; maintain effective relationships with students, parents, faculty, staff and the community.

**OTHER:** Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students, staff, and the community.

**CONTACTS:** Co-Workers, other departmental staff, faculty, students, and the general public.

**WORKING CONDITIONS:** Normal office environment.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951)222-8039.