



Title: Associate Director for Support and Engagement

Unit: International Services Office (ISO)

Job Code: 1198

Position: 20077782

Job: 228039 (Immigration Specialist HR Title)

Position Summary

Reporting to the Assistant Vice Provost (AVP) and Director of International Services, and with considerable latitude for independent judgment and creativity, the Associate Director leads the International Services Office's (ISO) programming to support the University's international population through innovative programs that engage and integrate them with the University and the greater Rochester community. In consultation with AVP and ISO team leaders, this position conducts regular assessments of the student experience and utilizes data to develop a programming strategy. The International Services Office is part of the University's Office for Global Engagement.

This position will work collaboratively across all schools, administrative units, and student support units to build and foster awareness of issues of international students and develop programs that ensure a positive and transformative experience. This position serves as a vital member of the ISO management team and provides strategic input to the office's operations.

Specific Responsibilities

Program Development

25%

- Conducts assessment of the international student experience to develop programs and advocates for services and support across all units
- Conducts assessment of the international student experience to develop programs and advocates for services and support across all units
- Develops programs and initiatives based on assessment data
- Collaborates with all relevant units to identify issues and explore opportunities for international student success
- Tracks trends and developments in international education and international student development to inform and calibrate program development and assessment
- Communicates frequently with UR audiences, including parents, alumni, international students, faculty, and staff
- Promotes and assists with programs that align with larger cross-institutional initiatives for comprehensive internationalization



Program Evaluation & Management

30%

- Evaluates programs for effectiveness and student satisfaction
- In collaboration with the ISO Student Services team, develops and implements the on-campus International Student Orientation Program (ISOP) for undergraduates, graduate students, and dependents
- Develop and manage the ISO non-resident tax preparation program, including the ITIN enumeration
- In consultation with the Student Services team, divisions, and admitting units, develops a needs-based Social Security Number (SSN) enumeration strategy
- Works with the Director of International Student Engagement in the College, Alumni Relations, and graduate/professional schools to coordinate in-country pre-departure orientations
- Collaborates with the Paul J. Burgett Intercultural Center to design and deliver university-wide intercultural communication workshops and presentations to students, faculty, and staff.
- Develops and manages programming budget

Advising and other Support Services

25%

- Serves as an advisor to the International Student and Scholar Advisory Board
- Serves as a resource and point person for students in crisis and their families with internal units and external agencies
- May serve as Designated School Official and Alternate Responsible Officer to assist with F and J students and scholars as necessary

Supervision and Training

15%

- Hires and trains program staff
- Supervises and evaluates Program Coordinator and student staff
- Trains departments as requested in intercultural communication and best practices related to international student support

Other duties as assigned

5%

Education and Experience

Required

- Bachelor's required in a related field (International Relations, Humanities, Social Science, Communications). Master's degree preferred
- Five to seven years of direct experience working with international students and scholars or an equivalent combination of education and experience



- Experience in design and implementation of orientation and support programs, assessments and program evaluation, team leadership, and project management
- Must be able to work with a diverse population
- Demonstrated excellent communication and presentation skills
- Experience in design and implementation of intercultural competency curriculum and intercultural communication preferred
- Must be able to meet the Department of Homeland Security U.S. citizenship/Legal Permanent Resident requirements to serve as a Designated School Official (DSO) and Alternate Responsible Officer(ARO)

Please apply through the University of Rochester Human Resources [website](#) by submitting a cover letter and resume. Review of applications will continue until the position is filled, and candidates who submit their materials by May 31, 2021 will ensure full review of their materials.