



Job Summary

The Student and Exchange Visitor Information System (SEVIS) Coordinator and Designated School Official (DSO) provides specialized student support to international students. Responsible for providing F-1 student visa advising services, orientation, training, and implementing retention strategies and programming to meet the needs of the international student population. The SEVIS Coordinator/DSO problem solves various complex issues requiring considerable knowledge of F-1 student visa rules and regulations. Works independently and with others in the Global Engagement Office and across the institution, with decisions impacting students' educational goals.

Florida Gulf Coast University is committed to establishing and maintaining an inclusive working and learning environment in which students, faculty, administrators, staff, curriculum, social activities, governance, and all other aspects of the campus life reflect a diverse, multi-cultural, and international worldview.

At FGCU, we collectively stand against any individual or group that practices any form of racism, discrimination, intolerance, hate expressions, or disrespect. We are committed to preparing students to understand, live among, appreciate, and work in an inherently diverse country and world made up of people with different ethnic and racial backgrounds, religious beliefs, abilities, ages, gender identities, sexual orientations, socio-economic status, cultural traditions, family statuses, and military backgrounds. FGCU strives to hire great people from a wide variety of backgrounds, not just because it's the right thing to do, but because it makes our University stronger. The University community recognizes the importance of a diverse and inclusive institution and holds these ideals as paramount for the current and future success of the institution.

We seek colleagues who promote and embrace diversity, equity, and inclusion. We encourage individuals from diverse backgrounds to apply for this position as we believe that our University will grow and move forward through a commitment of equality for all.

Job Description

Typical duties may include but are not limited to:

- Serves as a Designated School Official (DSO) responsible for coordinating institutional compliance with federal regulations governing international students. Also serves as an Alternate Responsible Officer (ARO) for the J Exchange Visitor program.

- Responsible for staying current with regulatory and legislative rules, regulations, and updates affecting international students on F-1 visas. Provides accurate visa maintenance information to international students and scholars.
- Reconciles, verifies, monitors, and updates data reported to SEVIS. Compiles and analyzes data for reports and publications.
- Counsels international students and scholars on immigration laws and cross-cultural adjustments.
- Manages SEVIS alerts concerning international students and scholars.
- Advises students with petitions, applications, and other standard issues related to F-1 visa status. This may include new F-1 visas, work permits, reinstatement, change of status, medical leaves, employment, and/or reduced course load authorization. Advises on other personal, financial, enrollment, health insurance, travel, taxes, and scholarship/grant matters.
- Authorizes F-1 international students, through Department of Homeland Security procedures, to receive visa status, extensions of stay, employment, and practical training, reduced course loads, and transfer to and from Florida Gulf Coast University. Advises students in jeopardy of status violations.
- Provides support to international students experiencing cross-cultural, family, personal, economic, or other crises which may impact academic performance. Helps students to access appropriate FGCU College and community services and resources.
- Coordinates student orientation and check-in; counsels and advises students and scholars on cultural adjustment issues.
- Communicates and advises academic departments on visa concerns and full-time course registration and monitors international student employment, academic progress, and immigration status.
- Coordinates and develops programming and retention strategies that support the unique needs of F-1 international students. Assists with website and social media monitoring and updates to ensure effective communication with the international student population.
- Coordinates information sessions on taxes, employment, internships (Curricular Practical Training), and Optional Practical Training for international students.
- Creates and maintains communication systems for international students' visa status alerts.
- Compiles GEO reports and publications. Designs and/or delivers orientation programs, training for students and colleagues, and online training modules, updates office handouts, forms, and websites.
- Assists with the department's on-call emergency response system related to international students.
- Stays abreast of federal rules and regulations changes and supports the department's continuous improvement efforts.

Other Duties:

- Performs other job-related duties as assigned.

Required Qualifications:

- Bachelor's degree in International Studies, Social Science, Liberal Arts, or related field.
- Must be a US citizen or permanent resident to serve as a DSO and ARO.
- A minimum of two years of experience in intercultural communication and working in a post-secondary environment advising international students.
- DSO experience with major aspects in the SEVP life cycle of F-1/J-1 students (e.g., issuing initial I-20s, DS-2019s, SEVIS transfers, SEVIS registration, authorizing CPT, OPT, STEM OPT requests, termination, correction requests, etc.
- Any appropriate combination of relevant education, experience, and/or certifications may be considered.
- Experience operating a personal computer and proficiency with Microsoft Office (Word, Excel, and Outlook).

Preferred Qualifications:

- Master's degree in an area related to international education. Preference will be given to individuals with a minimum of two years of experience as a Designated School Official (DSO), Alternate Responsible Officer/Responsible Offer (ARO/RO), or who have worked in some capacity with US Citizenship and Immigration Services (USCIS). Experience working in a college or university setting. Cross-cultural experience gained by living and/or working outside the United States.
- Two years of experience in intercultural communication and working in a post-secondary environment advising international students.
- Proficiency in SEVIS.

Knowledge, Skills & Abilities:

- Knowledge of policies, procedures, and regulations pertaining to the position.
- Excellent interpersonal, verbal, and written communication skills.
- Strong organizational skills and an ability to prioritize and complete simultaneous projects within deadlines.
- Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Skill in public speaking and delivering presentations to individuals and groups
- Ability to interpret and apply laws, regulations, policies, and procedures consistently.
- Ability to work successfully as both a member of a team and independently with minimal supervision.
- Ability to interact in a professional manner with a diverse group of staff, faculty, students, and the community in a service-oriented environment.
- Ability to thrive in an organization that values the diversity of its student body and workforce and actively promotes equity and inclusion.
- Ability to think critically and make clear, well-reasoned and timely decisions.

Pay Grade: 15