



MERCYHURST
UNIVERSITY

501 East 38th Street
Erie, PA 16546

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800-825-1926

mercyhurst.edu

Director of International Student Services

Location: Erie

Department: International Admissions and Student Services

Reports To: Executive Director for Admissions

Full/Part Time: Full-Time

Classification: Exempt

Closes: Open until filled

POSITION SUMMARY

The Director of International Student Services is a critical partner in the university's efforts to recruit and retain international students. The Director oversees the International Student Office - international admissions, immigration, and international student services.

DUTIES AND RESPONSIBILITIES

- Oversees the International Student Office-international admissions, immigration, and international student services.
- Identifies opportunities, develops strategy, and conducts domestics and international travel to increase international recruitment and the global presence of the university
- Collaborates with international recruitment partners, high schools, and educational agencies to promote university programs and opportunities.
- Assists with international admissions application process (undergraduate and graduate) including outreach, document review, credential evaluation, and application completion.
- Assists students in obtaining and submitting necessary documentation, such as transcripts, test scores, and financial statements.
- Conducts informational sessions, webinars, and presentations to educate prospective international students about the university's offerings.

- Serves in the capacity of Principal Designated School Official (PDSO), managing university compliance with government regulations regarding international students.
- Advises international students regarding immigration and visa regulations to assist them in complying with federal regulations governing their legal status while studying in the U.S.
- Updates and maintains the Department of Homeland Security Student and Exchange Visitor Information System (SEVIS) for active F-1 students and coordinates institutional compliance actions and reporting. Maintains accurate records.
- Develops and updates policy and facilitates training and information sessions on regulatory topics such as employment and practical training, travel and re-entry, maintenance of non-immigrant status, and other issues of concern to non-immigrants.
- Meets with and advises prospective international students, as well as continuing international students, to assist them with their enrollment challenges be they academic, financial, social, or personal.
- Liaises with federal executive departments, embassies, other universities, and international organizations, as needed, to resolve student admissions and enrollment issues.
- Other duties as assigned.

EDUCATION AND EXPERIENCE

- Master's preferred.
- Bachelor's required.
- Experience in lead generation activities preferred.
- Per federal immigration regulations regarding SEVIS, OHS requires that a Designated School Official is a U.S. citizen or lawful permanent resident.
- Ability to represent the university in a professional manner in interacting with students, parents, alumni, school counselors, and colleagues.
- Demonstrated inter cultural communication skills.
- Strong technical skills, including the ability to work with typical office software (Microsoft Suite) and navigate student information systems.
- Experience working with international students/populations.
- Experience studying/working abroad.
- Able to work a flexible schedule including travel, weeknights, and weekends.
- Valid driver's license.
- Experience working with an enterprise data system (Ellucian Colleague) and a CRM (Slate)
- Facility with business metrics, statistics, and ratios.

SKILLS AND ABILITIES

- Collaborate across departments.
- Project management
- Deadline adherence

COMPETENCIES

- Ability to work independently.
- Self-driven with an ability to identify the point of greatest need and take action to fill identified gaps.
- Ability to analyze data sets and deliver results to stakeholders.
- Ability to format data in reports for ease of understanding for stakeholders.

APPLICATION PROCESS

Review of applications will begin immediately and continue until the position is filled or until date indicated above. Send cover letter, resume and 3 work-related references to:

Human Resources
Mercyhurst University
501 East 38th Street
Erie, PA 16546
hrinfo@mercyhurst.edu

Mercyhurst University values diversity and is committed to the goal of achieving equal opportunity for all. For that reason, Mercyhurst abides by federal, state, and local law in admissions, employment and all services and programs provided.

Mercyhurst does not unlawfully discriminate based on race, color, religion, creed, sex, citizenship status, ancestry, national or ethnic origin, age, familial status, sexual orientation, gender identity or expression, physical or mental disability, military or veteran status or any other legally protected characteristic or because of any individual's legally protected activities.

Mercyhurst complies with federal, state, and local legislation and regulations regarding nondiscrimination. This policy applies to faculty, administration and staff, applicants for employment, students and applicants for educational programs and activities.

Candidates must be currently eligible to work in the United States.

