

International Student Services Coordinator

Duke Kunshan University

Job Description

Position Overview:

The position of International Student Services Coordinator (ISSC) is responsible for creating and delivering pre-arrival services to newly admitted international students, and students from Hong Kong, Macao and Taiwan. These services include developing an online pre-arrival orientation; advising students during their transition to the university on immigration, academic and university requirements; reviewing students' academic, admission and financial documents to coordinate the processing of appropriate immigration documents; collaborating with departments across campus to assist students' arrival to China and communicating the arrival process to students. Assist international students who need services from community agencies and service providers. Design and provide co-curricular activities to meet specific international student needs. The coordinator shall participate in duty rotations and respond to student emergencies as needed, and assist in all student activities and programs as needed.

Reports to:

Assistant Dean of Student Affairs

Essential Duties:

- Responsible for determining eligibility for and the issuance of initial immigration documents for newly admitted international students, in collaboration with Admissions Office and the University Registrar.
- Provides information to international students and coordinate with each academic program, local Public Security Bureau, and local Entry-Exit Inspection and Quarantine Bureau to ensure the smooth processing of student visa, residence registration
- Uphold university and Chinese policies to maintain compliance with China's immigration regulations.
- Develop and maintain pre-arrival communication with international students to assist in matriculation to the university.
- Advice international students on renewal of visa, timeliness on residence registration with local Public Security Bureau, and applying for temporary residence permits, as needed, through the Entry and Exit Bureau.
- Responsible for maintaining up-to-date knowledge of changing immigration regulations related to

international students.

- Plan, create and maintain new international student pre-arrival orientation for delivery through the Duke Kunshan University Engage software program.
- Deliver face-to-face and online services related to banking, cell-phone services, or other local/community services to international students in need of such services.
- Collaborate with Student Activities, Clubs and Organizations in providing specific co-curricular programs and events that address international student needs.
- Assist as needed in delivery of specific residential life and campus-wide programs and activities, such as activities during the Welcome Week Orientation
- Assist in cross-cultural communication and intercultural competence workshops provided to all students.
- Participate in on-call rotation to respond to student and campus emergencies
- Perform other duties as assigned.
- University employees' job responsibilities will continue to expand in scope and depth as the University grows in size and complexity in its programs.

Required Qualifications:

- Bachelor's degree.
- Two years of experience advising international students at the higher education level.
- Demonstrated knowledge and understanding of student visa and temporary residence permit regulations in China.
- Demonstrated organizational and communication skills, both written and verbal, particularly in a cross-cultural environment.
- Effectively in communicating with students using social media.
- Ability to work in a busy, cross-cultural setting maintaining accuracy and attention to detail,
- Competency in both Chinese and English language.
- Intercultural competency achieved by living, working, or studying in an international, cross-cultural setting.

Preferred Qualifications

- Master's degree in International Education, Educational Leadership, Student Affairs or related field.
- Three years of experience as an international student advisor and working with student visas and residence permits

- Experience creating and delivering orientation programs or related cross-cultural co-curricular programs and/or events at the university level.
- Experience in counselling, social work, or related setting.