International Student Services Coordinator
Duke Kunshan University
Job Description

Position Overview:
The position of International Student Services Coordinator (ISSC) is a role held by two staff members who share the responsibilities for creating and delivering pre-arrival and student mobility services to newly admitted international students. These services include assisting international students with their visa application (JW 202 form & residence permit), 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 International Student Services Coordinator will serve as the point of contact for international students and will be accountable for related student mobility services. The coordinators 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, such as visa application form (JW 202 forms to apply for X1 or X2 visas) for all newly admitted international students, in collaboration with Admissions Office and the University Registrar and external entities such as Education Department and Embassies.
- Manage international students’ file and visa-related documents, including the initiation, transfer, renewal, change and cancellation of residence permit.
- Provides information to international students and regularly provide student mobility services via email.
- Coordinate with local administrative offices and department, such as 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 and international students’ management regulation.
- 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 events and trips during fall and spring orientation week.
- 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.
- Oversee and manage the Family Host Program for international students.
- Assist as needed in delivery of campus-wide programs and activities.
- 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 policies and regulations in China.
- Demonstrated organizational and communication skills, both written and verbal, particularly in a cross-cultural environment.
● Effective in communicating with students using email and 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.
● Willing and able to work and communicate after-hours, weekends, and/or as needed in dealing with individuals on different international time-zones.

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.
● Experience working with student visa and temporary residence permit policies and regulations in China.