

# Office of International Education Position Description

## Program Manager (PM)

The PM is the administrative professional responsible for the development and implementation of off-campus study programs in consultation with the International Programs Coordinator (IPC) and faculty leaders, off-campus study advising, off-campus study marketing and administrative and paraprofessional support to the IPC. The PM generally assists the International Student Advisor (ISA) with programming related to International Student Services and has federal regulatory responsibilities related to the UW Oshkosh F-1 and J-1 International Student & Scholar Programs. This position reports to the IPC, with oversight provided by both the IPC & the ISA.

### Required Qualifications:

- relevant Bachelor's degree;
- experience living, working or studying abroad;
- excellent communication skills (written and oral);
- clear understanding of customer service;
- high level of initiative and organizational ability;
- ability to work successfully without close supervision;
- ability to independently solve problems and to address complex issues through teamwork and consultation;
- ability to exercise decision-making resulting in potentially significant impact on international students and the University's fulfillment of related federal mandates;
- advanced skills in IBM/word processing, database, spreadsheet and web development experience [MS Office 2000 (Word, Excel, Access, Outlook), PeopleSoft, Dream Weaver]. Ability to learn additional software packages as requested;
- document creation/preparation skills in paper, letter, booklet, postcard and spreadsheet formats
- familiarity with administering budgets and interest in the field of international education a plus.

Ability to serve as Designated School Official (DSO) and Assistant Responsible Officer (ARO) for F & J student programs (must be a U.S. citizen or permanent resident, per federal regulations) is also required.

Infrequent evening and weekend responsibilities will be required; international travel may also be a possibility.

### **65% International & Domestic Study Programs: Planning & Development**

- works closely with faculty leaders to develop program itineraries based on academic, budgetary and safety concerns. The PM is responsible for offering alternatives related to travel, housing, and other items affecting program safety, program fees and efficiency and for further developing the program itinerary for budget and bidding purposes.
- drafts all initial off-campus study program budgets in accordance with OIE & UW System guidelines and policies and assures that all budgets receive appropriate review and approval from faculty leaders and the IPC;
- serves as primary liaison with external vendors (e.g. airline companies, travel agencies, program providers, bus companies, etc.) to further develop the program itinerary so that programs remain safe and cost-effective.
- works closely with Ruesch International to monitor exchange rates and exchange rate forecasts, making regular adjustments to program budget estimates and timing payments in foreign currencies.

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- updates program budgets continuously throughout the planning and implementation process to ensure accurate financial projections;
- evaluates and monitors services provided by vendors and makes recommendations for change as needed, including before, during and after program implementation.
- gathers and analyzes data from student evaluations, with the goal of developing plans for program improvement;
- is responsible for assuring that all plans receive appropriate review and approval from the IPC, as necessary, and that programs are operating within the bounds of institutional and UW system guidelines and policies.

#### **15% International Student & Scholar Programs: Federal Regulatory Responsibilities**

- serves as a Department of Homeland Security *Designated School Official* (DSO) for the UW Oshkosh F-1 student program and, as such, is responsible for SEVIS reporting and for serving as a backup to the ISA and other DSO's at UW Oshkosh in case of emergency.
- serves as a US Department of State *Alternate Responsible Official* (ARO) for the UW Oshkosh J-1 Exchange Visitor Program and, as such, is responsible for SEVIS reporting and for serving as a backup to the ISA and other ARO's at UW Oshkosh in case of emergency.
- regularly monitors all reportable international student activities as required by the Department of Homeland Security (SEVIS).
- coordinates, implements, and maintains the student health insurance program for international students, including ongoing contact with each student, the insurance carrier and Student Accounts to ensure mandatory medical insurance requirements are upheld; liaises with student accounts on billing and enrollment.
- maintains and monitors international student application procedures for immigration benefits and services and communicates this information to pertinent University and external departments.
- continues liaison relationship between international students and appropriate federal/state agencies.
- interacts with the undergraduate and graduate offices to capture and exchange SEVIS-initiated and other interoffice-related reporting information.
- liaises with appropriate on campus administrative offices regarding the "partial tuition waiver" program, analyzes Partial Tuition Waiver data and creates budget projections.
- works with the UARC and Admissions to assist in the coordination of the pre-registration process for new international students.

#### **15% Advising & Events**

- advises students, faculty, staff, parents and the community on the full range of OIE programs, including UW Oshkosh administrative procedures & policies and study abroad options available through the UW Oshkosh OIE and through other universities and study abroad organizations.
- conducts information meetings, visits classrooms, attends department or club meetings, participates in University-sponsored events, etc. to promote study abroad in general or specific study abroad programs;
- plans & implements a biannual study abroad fair, in consultation with other OIE staff;
- works with the UARC and Admissions to assist in the coordination of the pre-registration process for new international students;
- makes recommendations on materials and information to be included in study abroad orientations and gives presentations during the orientations;
- assists in the development & implementation of new programs.

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### **5% General**

- serves as liaison to Student Accounts and Financial Aid for student billing, fee payments and program refunds;
- answers student and parent questions related to fee payments and financial aid (walk-ins, email, phone);
- coordinates and or assists in the coordination of hosting international & domestic guests;
- assists in the office response to emergency situations;
- composes and assists in the development of materials and publications, including the International Student Handbook;
- represents the OIE on appropriate campus committees;
- assists the IPC and ISA with various administrative tasks, including training other office staff, drafting reports and letters, and web updates;
- attends weekly staff meetings, including apprising staff of deadlines and requirements for reports and projects and anticipating, gathering, interpreting and preparing information needed by other OIE staff;
- maintains extensive contact with other office personnel (in the OIE and outside of the OIE) to coordinate, inform, up-date, and/or train on matters related to the OIE;
- completes special projects as assigned.

The following OIE staff provide significant back-up support to each other in the event of an absence due to vacation, illness, or an unusually large work load/project (including assisting with greeting and assisting visitors; answering, screening and referring telephone calls for all OIE staff members; taking messages as needed, etc.): IPC, ISA, PM, PAII.